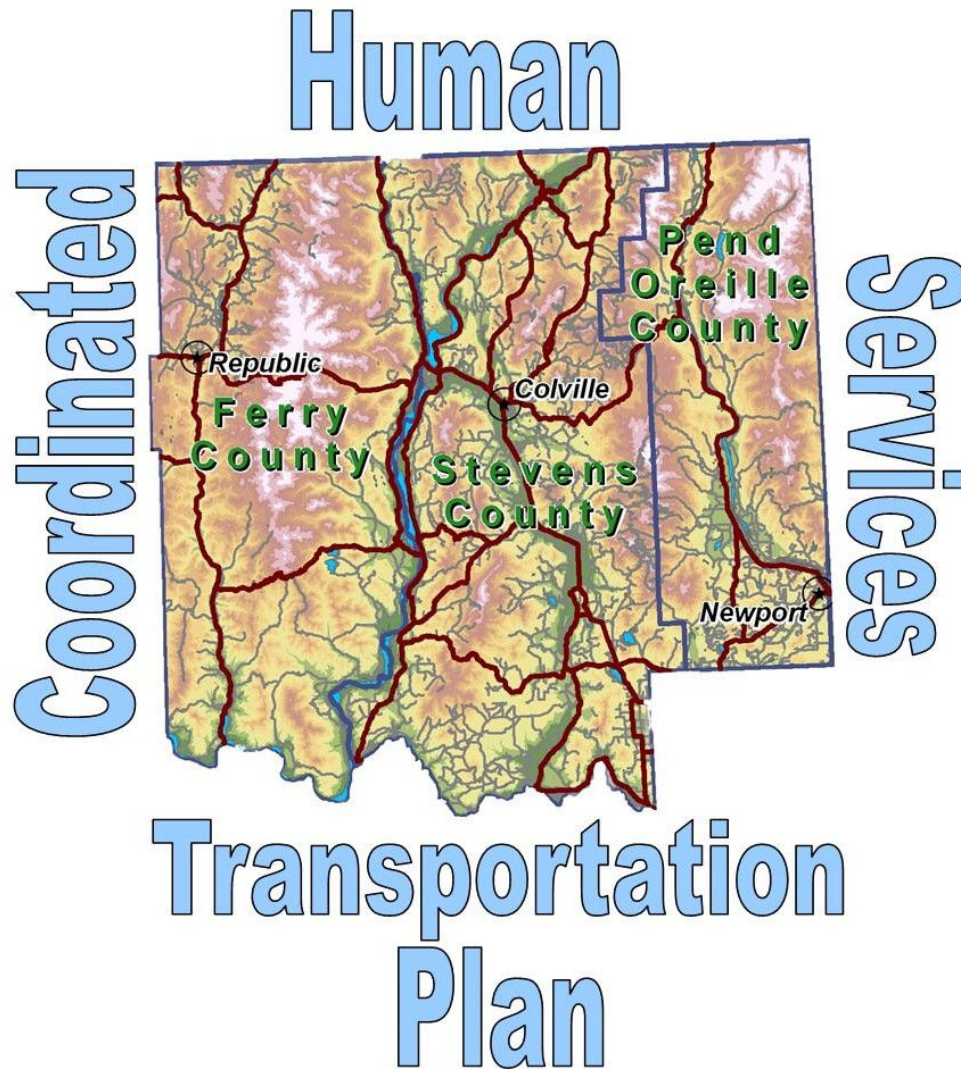


**Northeast Washington
Regional Transportation Planning Organization**

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November 2006

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Table of Contents

Executive Summary	4
Introduction	7
Stakeholders	8
Description of Convening Stakeholders.....	8
Stakeholder Meetings.....	9
Data and Information	18
2006 Transportation Survey Summary	18
Introduction.....	18
Overview of Survey Responses.....	18
Tri-County Survey Summary	20
The “Border Area”	46
Existing Transportation Services and Assets	49
SMS - Public Transportation.....	49
Catholic Charities/Volunteer Chore	49
Ferry County Community Services.....	49
Rural Resources (RR) – Public Transportation.....	50
Additional Providers	51
Transportation Coordination	52
Unmet Transportation Needs	53
Transportation for Medical/Dental Care	54
Recommended Transportation Alternatives for Medical/Dental Needs.....	55
Transportation for Social and Government Services	55
Recommended Transportation Alternatives for Social and Government Services	56
Transportation for Employment and Education.....	56
Recommended Transportation Alternatives for Education and Employment.....	57
Transportation Services for Shopping, Other Retail, Banking, and Mail Access.....	57
Recommended Transportation Alternatives for Shopping, Other Retail, Banking and Mail Access.....	58
Transportation to Legal Services and Legally Required Appointments	59
Transportation Alternatives to Legal Services and Legally Required Appointments	59
Transportation for Intermodal Transportation Connections.....	60
Transportation Alternatives for Intermodal Transportation Connections	60
Transportation for Social Access, Student/Parent Extracurricular Activities, and Recreation.....	61
Transportation Alternatives for Social Access, Student/Parent Extracurricular Activities, and Recreation.....	61
Prioritization Process and Community Priorities	62

Northeast Washington Regional Transportation Planning Organization
Coordinated Human Services Transportation Plan

Characteristics and Critical Components for All Projects	63
General Recommendations for Service Provision	64
Community Priorities	64
List of Identified Transportation Stakeholders.....	65
List of Stakeholder Meeting Attendees	67
Transit and Human Services Transportation Development Recommendations.....	81

Executive Summary

The Northeast Washington Regional Transportation Planning Organization (NEW RTPO) develops and maintains the regional transportation plan for Ferry, Stevens, and Pend Oreille Counties. The Federal Transportation Administration's (FTA) federal Safe, Accountable, Flexible, Efficient Transportation Equity Act: A Legacy for Users (SAFETEA-LU) requires a locally coordinated human services transportation plan and the Washington State Department of Transportation (WSDOT) has required that the plans be coordinated through RTPOs, as part of their regional plans, and that the RTPOs shall also rank all human service transportation projects being submitted for WSDOT Consolidated Grant Program funds.

The NEW RTPO coordinated human services transportation plan was developed using Agency Council on Coordinated Transportation (ACCT) guidelines and instructions. The ACCT is the entity implementing the requirements of SAFETEA-LU for WSDOT. The format of the plan includes four main sections: Stakeholders, Data and Information, Identifying Unmet Transportation Needs, and Developing Transportation Alternatives.

Stakeholders

The most involved stakeholders are transportation consumers, the general public. Rural Resources Community Action administered a transportation survey of all U.S. postal customers in the Tri-County area in the Spring of 2006, and the survey results form the basis for providing consumer comment regarding human services transportation.

Stakeholder groups were convened twice in all three counties to identify, discuss, and prioritize human services transportation issues. These stakeholders were elected officials, transportation providers, employers, healthcare facilities, assisted living facilities, social service providers, school district superintendents, tribal governments, nursing homes, and community colleges—all groups of people with a stake in human services transportation throughout the region.

Stakeholder comments formed the basis for identifying unmet needs, developing transportation alternatives, and prioritizing transportation services.

Data and Information

Data and information were primarily provided by the Rural Resources 2006 Transportation Survey. U.S. census data was also utilized. Tables were used to organize data wherever possible and maps were used to better visualize some of the more geographically related data, such as for points of origin and destination.

In general, the picture both survey and census data paints for the Tri-County area depicts a 6,082 square mile region of extremely low population density, less than 11% of the state average, low median income, less than 70% of the state mean, a large disabled population, more than 130% of the state average, and a region producing fewer children

as the population ages. The availability of reliable vehicles for private use is declining as the population ages and less money is available to purchase new vehicles or adequately maintain existing vehicles. Geography and weather also play major roles by imposing barriers to effective transportation options and creating concerns for some members of the population who are no longer confident enough to drive at night or during inclement weather.

Transportation origin and destination maps for commuters and health provider usage show what might be expected in the region. The single largest destination for both groups was Spokane. The maps, however, show a very clear line that goes through the Loon Lake zip code depicting the commuting “frontier” for Spokane students and workers. Spokane is also a major healthcare destination throughout the region, but only for specialized services unavailable north of Cusick or Loon Lake. Colville is the single largest destination for all groups north of Loon Lake. Population centers with hospitals all drew from surrounding zip codes, making Republic, Colville, Chewelah, and Newport major sources for primary medical care.

To the north, Curlew, Republic, Kettle Falls, Colville, Ione, and Metaline Falls appear to constitute the Highway 20 Corridor—a series of communities both drawing and providing commuters. US highway 395 serves as the main north/south corridor for all communities to the northern end of the region.

A survey of transportation providers in the region provides the basis for listing transportation assets.

Identifying Unmet Transportation Needs

The survey responses often identified unmet transportation needs unrelated to human services transportation, such as road work, road signs, and public transit issues. Survey responses also noted needs that, in fact, have been addressed by current transportation services, indicating a need for advertising and education. Surveys indicated a need for expanded hours and days of current service to meet more requests. Other valid transportation needs focused on specific corridors and commuting issues, such as with the residents of Suncrest, (a community on the border between Stevens and Spokane Counties) indicating the heavy traffic and significant population traveling to Spokane on a daily basis for work.

Stakeholders at the county meetings identified needs specific to their spheres of operation.

Unmet needs are listed for access to identified services, such as medical care, social services, government services, employment, education, shopping, legal services, legally required appointments, extracurricular activities for students and parents, inter-modal transportation connections, and recreation/social activities within the plan. Unmet needs common to most services included:

- Coordination of existing services
 - Expansion of current service hours of operation to meet the needs of shift workers, to increase access to medical providers and social/government services, and to provide access for the transportation dependent to social and community events
 - Expansion of current service routing, after careful review, to provide access to services to people across a wider geographic spectrum
 - Coordination with the Spokane Transit Authority to address the potential for providing shuttle or vanpool services to Tri-County area residents commuting from south county locations into Spokane for work or higher education.
 - Simplified access and eligibility procedures for clients, including a one-call system (regardless of the provider), web or e-mail options for scheduling rides regardless of the purpose.
 - Coordination of efforts to support private party transportation options, such as taxi services, that could contract to meet excess social service transportation demand during peak trip periods and provide transportation dependent people with that option. There were several discussions suggesting a sliding fee scale based on a client's ability to purchase transportation services.
 - Research and development of a public transit plan component to the Regional Transportation Plan. The NEW RTPO's Regional Transportation Plan from 2004, states that,
 - “Goal 2. Plan for a multi-modal transportation system that will accommodate growth and enhance economy based on regional priorities.
 - Objective: Identify and prioritize various regional modes of transportation, i.e., pedestrian, bicycles, automobile, transit, ferries and industrial/commercial (air, truck, and rail). “
- The stakeholders strongly recommend**
- Developing transportation resources for commuters, prospective employees, and employers

Developing Transportation Alternatives

Transportation alternatives are described for identified services, such as access to medical care, social services, government services, employment, education, shopping, legal services, legally required appointments, extracurricular activities for students and parents, inter-modal transportation connections, and recreation/social activities.

Development of a public transit system will require technical assistance from WSDOT staff (assisting with historical financial projections), the willingness of local elected officials, social service transportation providers, and stakeholders and should be addressed as a separate component of the Regional Transportation Plan. It is the absence of a public transit system or public transit system plan that makes long-term human services transportation planning very difficult as, ideally, a human services plan would be incorporated within an overall public transit plan. In the absence of that coordinated connection, human services transportation providers in the Tri-County area provide services that resemble public transit (such as fixed route commuter services) in order to

relieve the need of those living in and near the main population centers of the region and to effectively utilize volunteer demand-response services where they are most needed—in the outlying areas.

A few alternatives that should be continued or investigated include:

- Working with employers to explore privately funded van pool options
- Working with the Tri-County Economic Development District to explore potential synergies involved with private party taxi/courier options
- Developing a dialogue with the Spokane Transit Authority and establishing a coordinated committee to explore commute options for residents in the border areas traveling into the public transportation benefit area in Spokane.
- Maintenance of current transportation services, as long as there continues to be a need for them.,
- Expansion of current transportation services in time and geography
- A volunteer driver recruiting campaign
- Development of a pilot program to coordinate human service transportation with one point of contact—by internet, phone, mail, and email. Automatic vehicle location services may also be utilized to enhance customer service as well as transport efficiency.
- Hub-based transport. Potentially providing vehicles and trained volunteer drivers for the use of outlying communities. No current provider of this service type exists.
- Specialized transport, such as a “cabulance” or 4X4 vehicles to increase access.
- Coordinating with employers, community colleges, social service agencies, and government offices to promote carpool registration and utilization with additional benefits for drivers including eligibility for prizes, and other privately developed incentives.
- Coordination with school districts to develop means for transportation dependent families to allow children to participate in extracurricular activities after normal school hours and for parents to attend after school events

Introduction

The Safe, Accountable, Flexible, Efficient Transportation Equity Act: A Legacy for Users (SAFETEA-LU) requires the establishment of a locally coordinated human services transportation plan. All applicants for Washington State Department of Transportation’s (WSDOT’s) Consolidated Grant Program funds are required to participate in the planning process with the Regional Transportation Planning Organization (RTPO). The role of the RTPO will be to review all project applications for WSDOT Consolidated Grant Program funds within its regional authority and rank them by priority weight as A, B, C, or D projects in accordance with priority guidelines published in this plan. The RTPO ranking will count for one third of the total possible value of the state’s competitive grant process.

The Federal Transportation Administration's *Framework for Action: Building a Fully Coordinated Transportation System*, served as the basis for development of the process, assessment, prioritization and action plan associated with this document. Data was collected utilizing a combination of a survey and stakeholder meetings.

The four major steps taken to conform to SAFETEA-LU requirements in the development of this plan were to convene a stakeholder group, analysis of data gathered through a community survey, identify unmet transportation needs, identifying transportation assets, and developing transportation alternatives.

Stakeholders

Transportation stakeholders in the Tri-County area were determined to be county, city and town officials, public utility districts, school districts, tribal governments, social service organizations, transportation providers, hospitals and nursing homes, Head Start and Early Head Start programs, employment and training organizations, major employers, the Tri-County Economic Development District, the Medicaid transportation broker, retirement and assisted living facilities, and medical groups.

A complete list of identified stakeholders is included as Appendix A.

The 2006 Transportation Survey response tabulated by Rural Resources Community Action provides the basis for measuring the transportation needs and desires of the region's largest stakeholder: the general public. A summary of the survey response is provided with this plan.

Description of Convening Stakeholders

All identified stakeholders were invited, by postal invitation and/or by telephone contact, to a series of community meetings to determine transportation needs, goals, and priorities. A list of those who attended these meetings is provided as Appendix B. The following organizations were represented:

- Rural Resources Community Action (RRCA): a community action agency and lead agency in the development of the transportation plan, transportation provider
- City of Newport, county seat of Pend Oreille County
- Washington State Department of Social and Health Services (DSHS)
- Special Mobility Services (SMS): a non-profit transportation provider and regional Medicaid transportation broker
- Ferry County
- Stevens County
- Ferry County Community Hospital
- Tri-County Economic Development District (TEDD)
- City of Republic, county seat of Ferry County
- City of Chewelah, Stevens County
- Spokane Tribe of Indians
- Town of Springdale Planning Commission

Northeast Washington Regional Transportation Planning Organization
Coordinated Human Services Transportation Plan

- Pinewood Terrace Nursing and Retirement Center, Colville, Stevens County
- Valley School District
- Loon Lake School District
- Hearth & Home Technologies: employer, Colville, Stevens County
- Spokane Tribe Health and Human Services
- Stevens County Library
- Catholic Charities/Volunteer Chore: a non-profit transportation provider
- Early Head Start
- Career Path Services
- Eastern Washington Partnership/Workforce Development Council (EWP-WDC)
- Northeast Washington Medical Group (NEWMG)
- Northeast Washington Regional Transportation Planning Organization (NEW RTPO)
- Laidlaw Transit, a private enterprise transportation provider
- Aging and Long Term Care of Eastern Washington (ALTCEW)
- Americorp/Ferry County Community Services
- Curlew School District
- Inchelium School District
- Republic School District
- Rural Collaborative Care Network/Ferry County Community Services
- Spokane Tribe Planning Department
- Parkview Retirement Assisted Living
- Head Start
- Early Head Start
- Interagency Coordinating Council (serving families with a disabled child from birth to three years old)
- Hewes Marine Company, Inc, employer, Colville, Stevens County
- Town of Ione, Pend Oreille County
- Mary Walker School District
- Laidlaw (Transportation contractor with Colville School District)

Groups that were absent from participation included the Colville Confederated Tribes, the Kalispel Tribe of Indians, Pend Oreille County, Colville Campus of the Spokane Community College, Curlew Job Corps, and the City of Colville. Efforts were made by mail and phone to promote participation by these groups, but they were not represented at the meetings.

Stakeholder Meetings

The initial Stakeholder meetings were held in Ferry, Stevens, and Pend Oreille Counties the week of October 2nd, 2006. The purpose of the initial meetings was to ascertain what stakeholders felt were the transportation needs and concerns in the Tri-County area. Where the transportation survey provided the concerns and comments of the general public, the stakeholder meetings provided the viewpoint of organization representatives.

All participants identified themselves to the group, including the organization they were representing. Most social service organization representatives also described their function and stake in regional human services transportation to the group. During the course of the meetings, the facilitator described why the meetings were being held, the organizational chain the plan was being developed for, and provided an explanation of current transportation provider services in the Tri-County area.

A set of questions was put forth by the meeting facilitator and stakeholder responses were recorded on large tear-sheets. Tear sheets were posted on the walls of the meeting rooms to promote synergism as they were completed. Stakeholder responses are provided below and have been combined for all meetings, with notation to differentiate counties where it was appropriate.

Why do people need transportation?

- Can't drive themselves either permanently or temporarily.
- Too young
- Too old
- Temporary disability or health issue
- May not have a reliable vehicle for travel out of local area services.
- May not have license (either due to age or some legal penalty)
- May not have insurance (either can't afford it or unable to get insurance)
- May not be able to afford fuel
- May be having health treatment or procedures that make it unsafe to drive
- Before and after school activity participants (children)
- Summer school (There is also a nutritional aspect to this, many school programs feed children during the summer, but children need to access the service.)
- Private school children do not have transportation provided
- To access other modes for travel (airport, train, greyhound)
- Those that have a vehicle, but it is temporarily or permanently broken down or damaged in an accident.
- Some people become displaced through divorce or death in the family, and the primary driver may not be available.
- Maybe literacy or English proficiency issues
- Tradition – especially in senior population, some senior women are not as confident driving

Who needs transportation?

- Children – In Ferry County, a report that some families live remotely and meet a school bus to pick up their children. If the parent isn't at the pick-up point, the children are returned to the school. Often law enforcement is the only option to deliver the children to the door.
- Elderly people
- People in frail health

Northeast Washington Regional Transportation Planning Organization
Coordinated Human Services Transportation Plan

- Disabled adults and children
- Domestic violence victims – to flee home or area
- Preschool population (including birth to 3 year olds)
- Students (k-12) for activities, summer school
- Students (college) to local extensions and to Spokane for some classes and training
- Low income (TANF, GAU, GAX)
- Wheel chair dependent
- Individuals who were brought to a hospital by ambulance and need to get home
- Some drivers lack confidence in their driving depending on the distance, weather and road conditions, or length of the trip (reluctant to drive in the dark, or with snow on the road etc.)
- Seniors that are not eligible for Medicaid (to access medical care)
- Medicaid recipients (very low income) to access any services or shopping other than medical appointments.
- Some people are “stuck” – moved to rural area because of low cost of living or good paying job in one of the resource driven industries (mining, timber). Now they have lost their job because of business closure, or have become old, disabled or ill.
- Working poor
- Rural youth
- WorkFirst participants
- Veterans (the Veteran’s van comes to Newport to take vets to Spokane – but no lift equipment, and sometimes the schedules conflict)
- Long distance commuters
- One-way travelers (for example, those that need to get to the airport in Spokane)
- Some people actually “want” to ride public transportation because it is convenient, economical, or it is environmentally friendly.
- Business travelers that fly into Spokane, come to Colville (or other city) and want to get around locally using public transportation.
- People living in long term care facilities, assisted living, or adult family homes.

For what purposes? To access what locations?

- Legal requirements for SSI, SSA – Spokane
- Health diagnostic services – Spokane, Colville, Omak,
- Groceries, basic shopping
- Prescriptions
- Court appointments in county seats and Spokane
- To obtain higher education or training (local university extensions and Spokane)
- To find work, keep work and advance in employment opportunities

Northeast Washington Regional Transportation Planning Organization
Coordinated Human Services Transportation Plan

- Mandated or required counseling, alcohol/drug treatment, anger management, etc.
- To access local and distant health care
 - For Ferry County, there are no OB doctors locally to provide care in high-risk pregnancies
 - Day surgeries, podiatrists, cancer treatment all require travel – most to Spokane
- Inchelium – meal site transportation for seniors
- Access government services and offices, including post office, voting sites, county assessor, local courts etc.
- Disabled adults and children to specialized therapy, or to work/training experiences
- To access social services, energy assistance, DSHS offices, literacy programs, emergency assistance
- To access L& I treatments.
- Kalispel Tribal members to Wellpinit (Indian Health Services) to access medical care
- From northern to southern PO County for food handlers permits, legal issues in county court
- To Spokane (especially from southern PO County to work, business meeting, medical care, higher education and training.)
- To work – sometimes “off” hours (not normal business hours. For all counties, “normal” hours means 8am-5pm, Monday-Friday.)
- Job search
- Tourism

How much do they need? How often?

- It varies greatly depending on the person
- Local travel is needed to access shopping, basic needs multiple times a week
- Travel for medical to life-sustaining treatments (dialysis) is normally 3 times per week, but varies by time and day based on the specific treatment. It would be difficult to develop a fixed route service to meet this need.
- Travel to specialists (cancer treatment, cardiac care, day surgery centers) may be intense for shorter periods of time, but is sporadic, difficult to predict.
- Inchelium – mealsite 1 time per week

What type of transportation? Any special requirements?

- Some seniors need escorts/caregivers to accompany them to appointments.
- Some need door-to-door, curb-to-curb
- Some have walkers, oxygen, wheel chairs (electric or standard)
- 4-wheel drive vehicles in some areas depending the weather conditions or roads
- Lift equipped vehicles
- Minors may need a guardian
- Booster and child restraint systems

Northeast Washington Regional Transportation Planning Organization
Coordinated Human Services Transportation Plan

- Need some ability to transport unusual cargo...propane, car batteries,
- Service animals
- Transporting pets
- Cabulance
- Some people need more time at a location than can be accomplished during dial-a-ride services
- Some need assistance into (or out of) their door
- Bike racks
- Variable sized vehicles, depending on family size
- Some people could use “trainers or assistants” to help them use public transportation initially
- Some people need adaptive equipment to drive independently (personal vehicle modifications)
- Quality issues – Driver/vehicle requirements
 - CPR/First Aid Training
 - 2-way communication available in the vehicle

Other concerns identified in community meetings

- Some people are using electric scooters and wheel chairs as primary “street” transportation. This is a concern because they don’t follow either pedestrian or vehicle/bicycle laws. It is also a concern where no sidewalks exist. It is also a concern because they will need some type of transportation when the snow flies and this type of transportation becomes impossible.
- School enrollment is dropping (PO County)
- Retirees are moving to outlying areas (Ione). Many are young retirees. At some point, they will need transportation.

What happens if we don’t have any community transportation resources available?

- Health care issues could be neglected, which increases the likelihood of higher cost of care.
- Death
- People move and county loses tax base
- Violent/suicidal patients that can’t reach mental health services might result in mental health issues becoming worse, could lead to increase in crime rate
- For independently living vulnerable populations (especially seniors) they may be forced to move to facilities, they lose any financial resources accumulated and become cost of the state.
- Children miss school
- People lose jobs
- People face sanctions if they are unable to comply with DSHS requirements
- People lose access to higher learning
- If poor people are forced to make a choice to purchase/maintain their own transportation, they miss the opportunity to build assets (buy a house)
- Gaps in service
- Lack of community growth/tax base

- Lower quality of life
- Declining health
- Higher hospitalization rates
- Increased isolation for those that can't access services
- Lose young people
- Increase in crime
- Lack of opportunities for higher education/training
- Lack of "village" consciousness
- Increased future need due to aging population
- Increased hospitalization, reduced prevention opportunities
- The financial burden shifts to other services
- Duplication of services or losing coordination opportunities
- No population influx
- Decreased work force
- Poor senior nutrition
- Disabilities can be exacerbated by lack of treatment
- Increased community cost
- Individual choices are minimized
- Loss of retail businesses, economic growth and tax revenue
- Limited tourism
- Self-perpetuating recidivism (example: driving w/o license to access drug/alcohol counseling required to get license back).

Community and Personal Value of Transportation

- Transportation is a social and economic justice issue. There should be a minimum level available to everyone.
- In the long term, it is more expensive to NOT support transportation services
- There is a changing economic picture in the region, lower wages mean an increased need for public support of a system.
- The importance of transportation changes based on the individual need.
- There should be links between larger cities and our rural cities. (For instance, a link from Colville to Spokane, with "hubs" at the other towns for access.)

Other Transportation Issues

In Stevens and Ferry Counties, the groups discussed the need for inter-city bus connections. Borderline Stage used to operate passenger service into Spokane for connections with the airport, Greyhound bus terminal and train station. The facilitator informed the groups that Washington State is currently completing a study to identify corridors that lack "inter-city" transportation. It was explained that this type of service includes the well-known carriers like Trailways or Greyhound, that typically link rural communities to other modes of transportation including airports, trains and cross-country bus services. It was further explained that there are specific funding streams that support the development and maintenance of these connections. The funding is only available to "for profit" transportation providers, and there are specific vehicle requirements including

cargo areas that are separate from passenger compartments. The state began working on the plan earlier this year, and is expected to designate the major north-south corridors as deficient (including Hwy 2, and Hwy 395). The current vehicles utilized by social service carriers in the Tri-County area do not have separated cargo bays, so they are not appropriate to provide “feeder” service. This need should be examined further to support eventual coordination as the state system expands and develops in the Tri-County area.

The second set of Stakeholder meetings were held in Ferry, Stevens, and Pend Oreille Counties the week of October 16th, 2006. Prior to the meeting, all of the stakeholders were mailed copies of the comments from the prior forums and drafts of the survey summary for review. The forums included a review of the previous needs identified by stakeholders, a brief look at the survey summary information, a description of current services including any gaps or limitations, and an exercise to set goals for coordinated human services transportation. The final exercise developed community priorities with regard to transportation services. A tabulation of prioritized service types is presented under “Community Priorities.”

To begin the “visioning” and goal setting process, stakeholders were asked what would transportation look like in a “perfect Tri-County world,” where there were no constraints on funding, modes, or program size. Their answers are provided in bulleted format, with references to originating county as appropriate.

- One call for access to all services
- All social service providers help coordinate or have the ability to schedule trips for their clients
- Free taxi 24/7 (with ADA capability) -Ferry
- Transit system – Greater Republic area to Danville (12 hours/day, Monday-Friday, some regular intervals for access to the “Danville Loop”)
- Some type of commuter support transportation from Keller to Republic, with a connection east to Colville
- Incheleium to Nespelem and to Colville to support commuters
- Involving the “informal network”, including churches, social organizations
- 4-wheel drive options to access remote areas
- Everyone should know about the services and how to access them.
- Transportation would be sustainable (combination of funding partners including local businesses, riders, public)
- Transportation services would be safe
- High level of coordination between all parties that have transportation assets (buses with schools, churches, assisted living facilities, etc.)
- Employers and employees are actively involved in coordinating transportation to meet specific needs
- There is a funding plan based on local partnerships
- Everyone knows about services and how to use them – easy to understand
- There are incentives for employers to participate in transportation solutions

- Scheduling is easy
- There are “hubs” to access services
- There is a single point of contact
- Employers offer incentives to employees to utilize transportation options including carpooling, vanpooling (where it is available) and buses
- Regular routes, 24/7, in all three counties
- Several types of vehicles, different sizes and capacities
- Specialized “feeder” vehicles to bring remotely located residents to main services
- Free to rider
- Entertainment and tourism support
- Online reservation system
- More volunteers/staff to assist passengers
- Regular shuttles to make inter-modal connections with Spokane’s STA, train or the Spokane airport.
- Majority of population would use public transportation
- Change in perception of public transit (people who have had a problem in the past)
- Provide advantages like saving money and reading while traveling
- Passengers would plan ahead to meet transportation needs
- Health providers would have knowledge of services and adjust appointment times to accommodate transportation
- Extended hours
- More connections from the north end of PO county to the Newport SMS bus for access to Spokane
- Supporting 8-5 work day in Spokane (particularly from southern PO county)
- Supporting 8-5 work day with local transportation (in and around Newport)
- More Pend Oreille volunteer drivers
- Regular service running North/South in Pend Oreille County, at least for commuting to Newport for work
- Access for more remote residents

The desired goals for transportation planning in the Tri-County area, as assessed by stakeholders, are listed in bulleted format.

- To develop and maintain affordable transportation alternatives to facilitate travel for residents of rural Northeast Washington
- To provide Tri-County residents with adequate transportation to meet their basic needs, including employment, education, social service, medical care and recreation

The stakeholders were asked to consider the types of projects to be considered for prioritizing and to define any critical characteristics that should apply to all projects. Characteristics and critical components for all transportation projects are listed in bulleted format.

- Diverse funding sources including private and public partners.

- Safety considered from project design to implementation (appropriate equipment, training, etc.)
- Coordination with other providers
- Dependable
- Flexible, accessible...applies to types of service...responsive to needs over time
- Economic benefit to the community and/or passengers
- Ability to implement quickly
- Managerial and fiscal experience with transportation
- Impact – is the service meeting a need (components including evaluation and utilization analysis)
- Advertising and marketing are essential components to a successful program
- Environmental implications including benefits should be considered

Developing specific models and project methods was left to providers. At this point in the process, the unmet needs have been determined, but not all potential providers have had an opportunity to review the material and develop projects to meet the identified needs. The survey, in general, viewed bus and van services as the best option, overall. Stakeholders noted that specialized vehicles would be required to provide transportation services to people living off the main roads and during times of inclement winter weather. The stakeholders also indicated that a combination of service models, including private providers, volunteers, buses and vans could provide the most efficient and cost effective services, depending on the specific needs of the passengers and transportation gap identified. It is the transportation service providers, however, that are best able to determine cost/benefit ratios and predict service mode suitability. The RTPPO should maintain a Technical Advisory Committee (TAC) composed of people familiar with transportation issues, modes, and technologies to review this aspect of any project. A best practices approach should be adopted and maintained by the TAC in order to better assess projects and to provide the RTPPO with the information it needs to disseminate periodic, well-structured calls for projects.

Data and Information

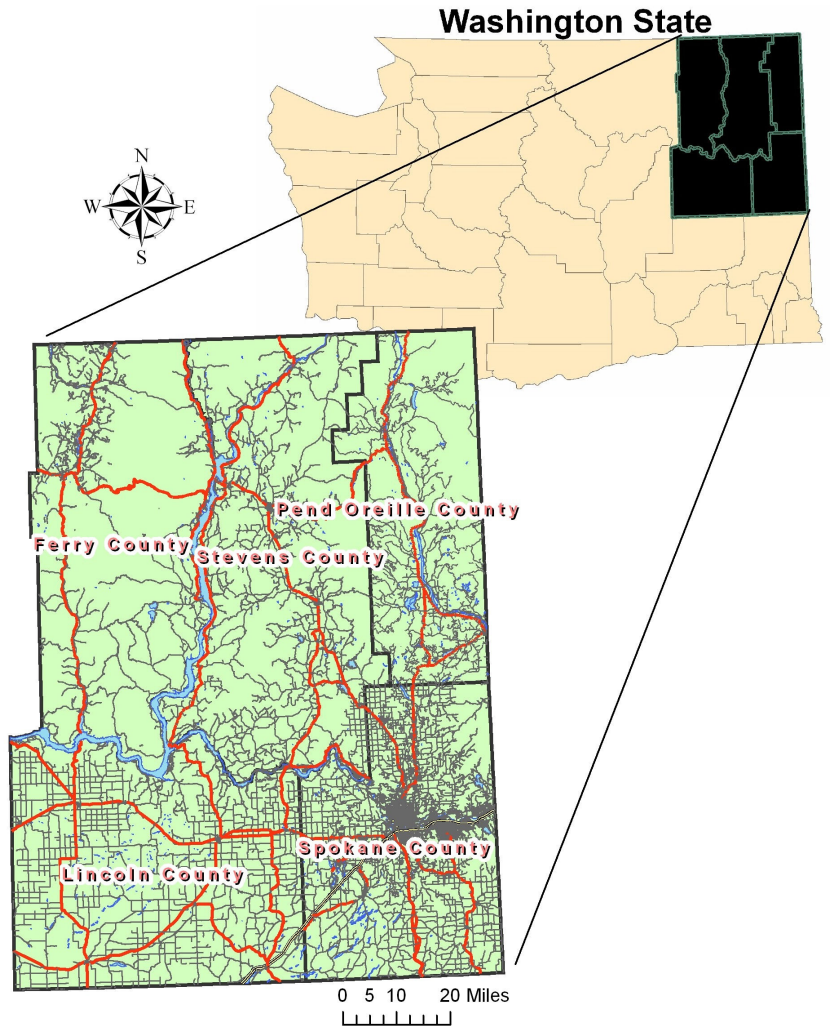
2006 Transportation Survey Summary

Introduction

The Rural Resources Transportation Department conducted this survey to determine the current transportation needs of households located in Ferry, Stevens and Pend Oreille Counties and identify discrete segments of the population with special transportation needs.

The survey represents the “voice” of the community, transportation consumers, in assessing the components essential for developing a Coordinated Human Services Transportation Plan.

Because the transportation needs of the Tri-County area are inextricably tied to medical and work locations in Spokane County, and since postal zip code areas overlap into Lincoln and Spokane Counties, the addition of these counties as a reference was a choice we made out of necessity.



Overview of Survey Responses

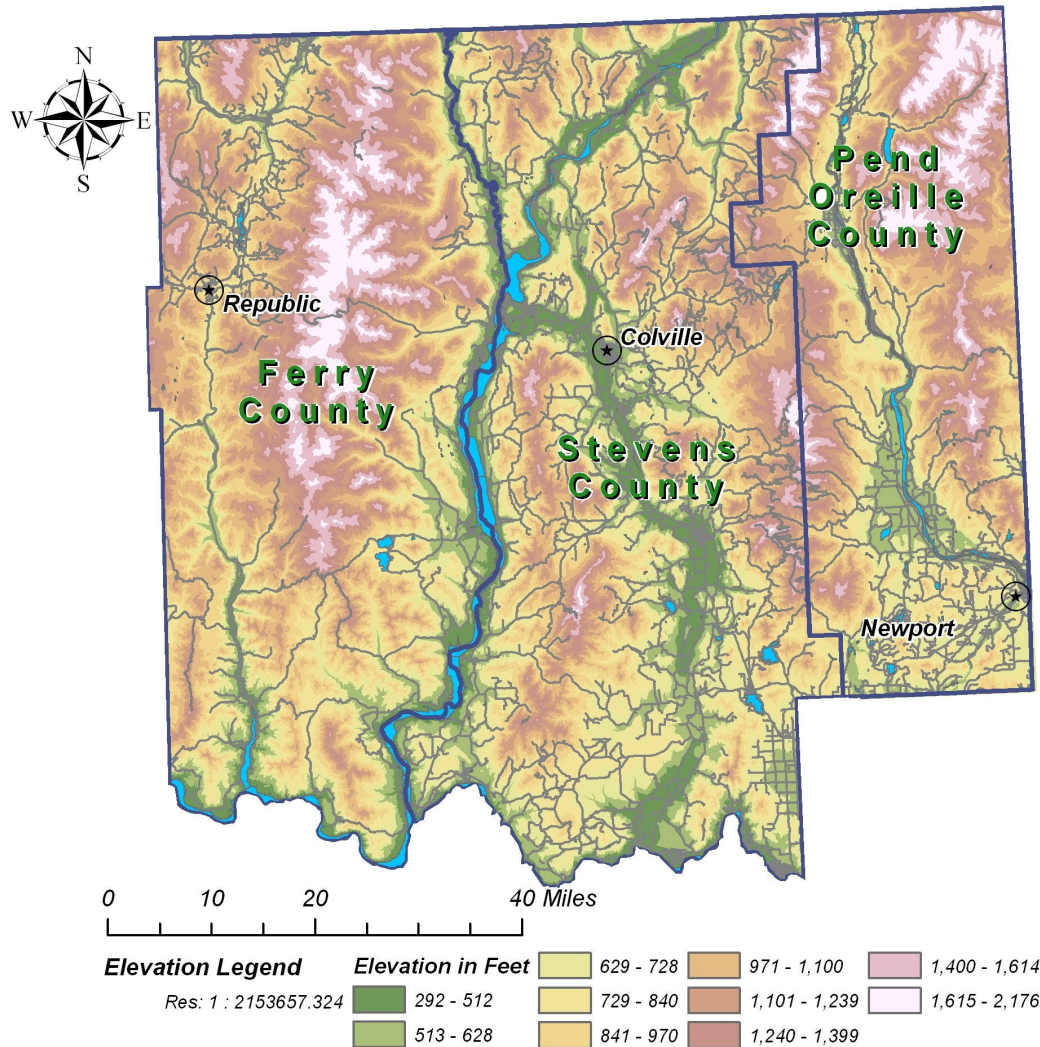
The survey response was heavily weighted toward the elderly, the disabled, and toward those with below-average incomes. These populations are referred to as having “special transportation needs.” Many of them are completely dependent on receiving assistance with their transportation. The real extent of transportation issues for this group, including work and school commuting issues, may, like a massive iceberg, lie mainly below the surface of the data provided in the survey.

Comments made by respondents, taken as a whole, tended to express a perceived need for more transportation alternatives, particularly in expanding fixed bus routes. This is one

type of service that is usually a transit function. It was also apparent that services currently provided by various transportation providers were not well known.

Many respondents expressed strong opinions regarding the question of community responsibility toward those people with special transportation needs. The specific numbers and comments accompany zip code and community information.

Tri-County Survey Summary

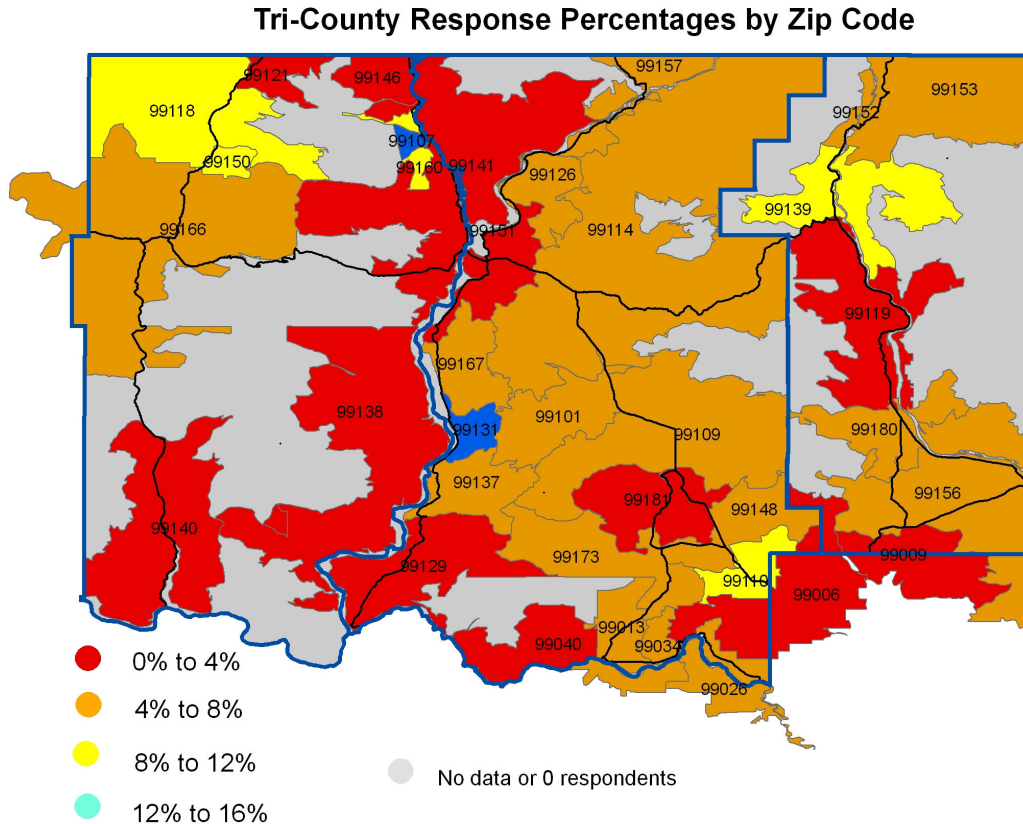


The Tri-County area is comprised of Ferry, Stevens, and Pend Oreille Counties in Northeast Washington. U.S. Route 395 defines the main transportation corridor between Canada and Spokane and roughly bisects the Tri-County area north to south. The Tri-County area is rural in nature, with mostly smaller towns separated by agricultural land, mountains, the Columbia and Pend Oreille Rivers, the Colville and Kaniksu National Forests, and the Colville, Kalispel and Spokane Reservations. The low population density of the area (3.4 people per square mile in Ferry, 27 in Stevens, and 8.7 in Pend Oreille County), its size (approximately 10% of the state's total area), geographic discontinuity, and lower per capita income (65% of the national average) continues to present a challenge to transportation assessment and planning efforts.

There were 36,587 surveys sent to residents of postal zip codes at least partially within the Tri-County area. There were 1,764 responses, a 4.82% response rate, representing at

least 3,946 people. The response rate was significantly affected by the inclusion of the border areas described in the next section. The return rate for zip codes wholly incorporated within the Tri-County area was 5.51%, 1,468 returns, representing at least 3,099 people, from 26,663 surveys sent: a 0.69% difference, representing approximately 12.5% of the return percentage.

The following map shows the distribution of survey response by postal zip code.



Average household size was 2.22 persons. Respondents lived an average 4.6 miles from town. Average reported household income was \$38,002, representing a per capita income of \$6,090. There were 404 households (22.90%) with at least one retired person in residence and 605 households (34.30%) with a disabled person in residence.

A count of households reporting household quantity and income information (639 of the 1,764 responses from the Tri-County area) cross-referenced with Washington state income levels established for Stevens County is provided in table Tri-County-1.

Tri-County-1

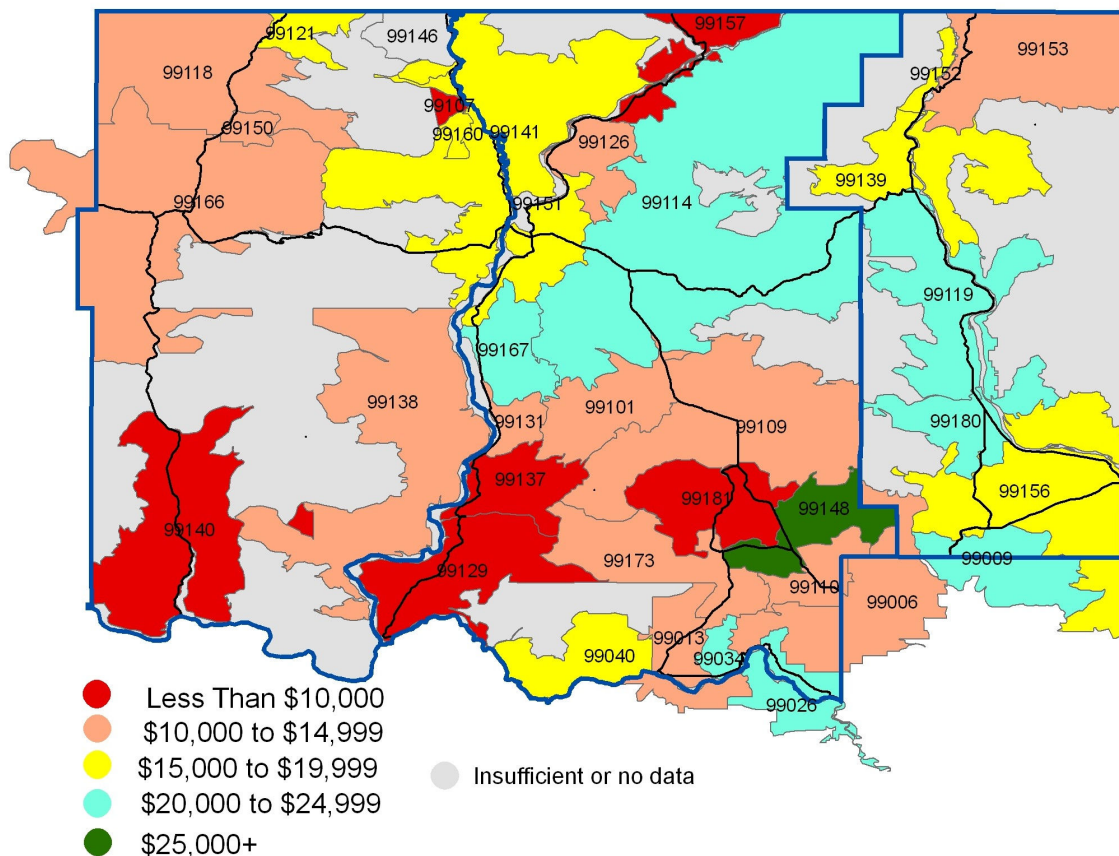
State Specified Income Level	Persons in Household								Totals	% of Reporting Households
	1	2	3	4	5	6	7	8		

Northeast Washington Regional Transportation Planning Organization
Coordinated Human Services Transportation Plan

Low Income	24	61	9	14	8	0	1	1	118	18.47%
Very Low Income	40	27	10	6	3	1	0	0	87	13.62%
30% of Median	73	39	8	12	1	2	3	0	137	21.44%
Totals	137	127	27	32	12	3	4	1	343	53.68%
Households Reporting	167	275	69	75	24	8	7	1	Numbers are for households providing both household quantity and income information	
% of Reporting Households	82.04%	46.18%	39.13%	42.67%	50.00%	37.50%	57.14%	100%		

A zip code map representing reported per capita income is included here that shows general income distribution reported by respondents. The average household income reported by respondents corresponds closely with U.S. Census data for the region.

Tri-County Per Capita Annual Income Ranges



Age data collected specifically requested the age of the oldest and youngest household members. This information is useful in showing the number of households that have children under 18 (commonly a transportation dependent population) as well as providing an indicator of the aging population over 60 years old that may need

transportation services now or in the future. Little is known about the intermediate ages that are not specifically recorded. Table Tri-County-2 represents the oldest and youngest household members identified, and specifically indicates the number of households where a senior (age 60 or over) lives with a minor.

Tri-County-2

Oldest Member	Number	Span	Report of <19	Percent with <19
60+	930	60-99	56	6.02%
35-59	735	35-59	280	38.10%
19-34	71	20-34	49	69.01%
Youngest Member				
6-18	294			
0-5	91			

The age data presented for the Tri-County area is representative of Stevens and Pend Oreille Counties. Ferry County results were different in the 19-34 age category and are presented in Table Ferry-2.

Ferry-2

Oldest Member	Number	Span	Report of <19	Percent with <19
60+	138	60-93	7	5.07%
35-59	90	35-59	29	32.22%
19-34	8	20-34	3	37.50%
Youngest Member				
6-18	33			
0-5	6			

Households reported an average of 1.35 vehicles, with 1.29 vehicles per household identified as “reliable.” The ratio of reliable vehicles to regular drivers was 0.84. There were 144 households reporting vehicle ownership that also reported no reliable vehicles and 142 households with licensed drivers reported no vehicle ownership.

Vehicle costs, excluding registration and note payments, totaled \$4,869.66 per year, representing 12.81% of the average household income in the Tri-County area. There were 1,513 households indicating they drive their own vehicles and 281 households indicated their transportation needs required the help of friends and family.

There were 305 households that used transportation services 3,090 times during the previous year. Special Mobility Services is the Medicaid Transportation Broker for the Tri-County region, so it is possible that there is some level of duplication between the numbers reported for these two providers. Table set Tri-County-4 illustrates transportation service usage and types of service

Tri-County-4

Transportation Service Providers

Northeast Washington Regional Transportation Planning Organization
Coordinated Human Services Transportation Plan

Rural Resources	Volunteer Chore	Ferry County Community Services	Kettle Falls Taxi	Special Mobility Services	Medicaid
148	56	18	27	103	17

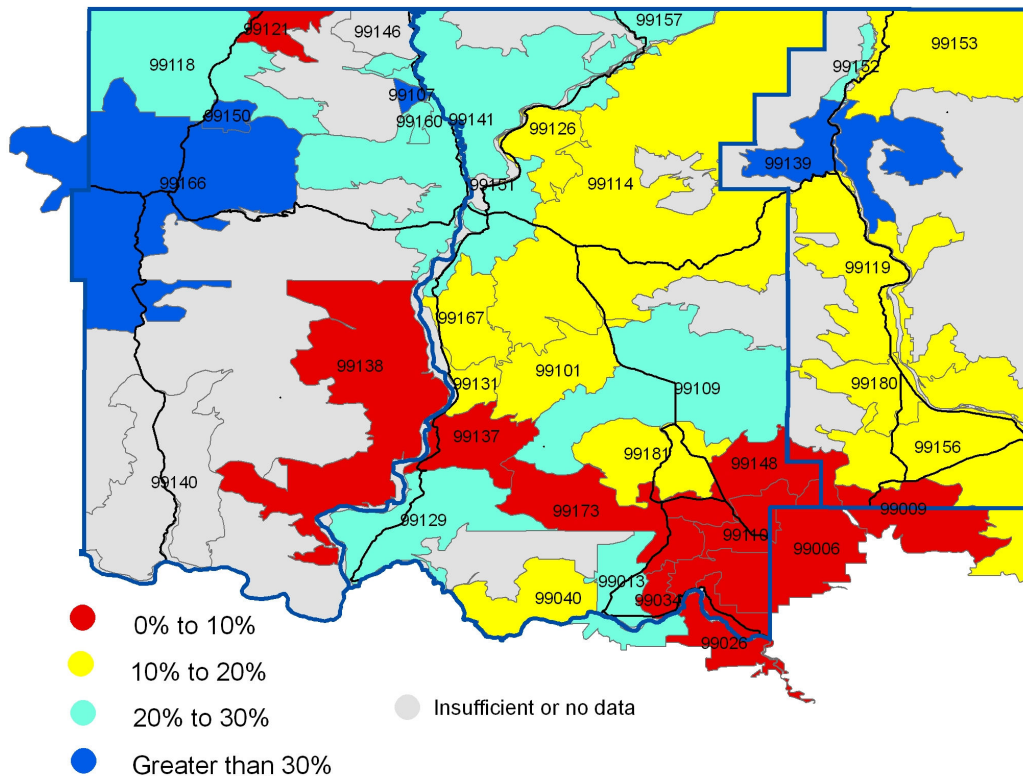
Type of Vehicle Used

Bus	Van	Volunteer Vehicle
125	58	142

Purpose of Service

Work	School	Shopping	Medical/Dental	Recreation	Meal Site or Senior Center
23	15	69	209	28	23

**Distribution of Tri-County Respondents
Using Transportation Services**



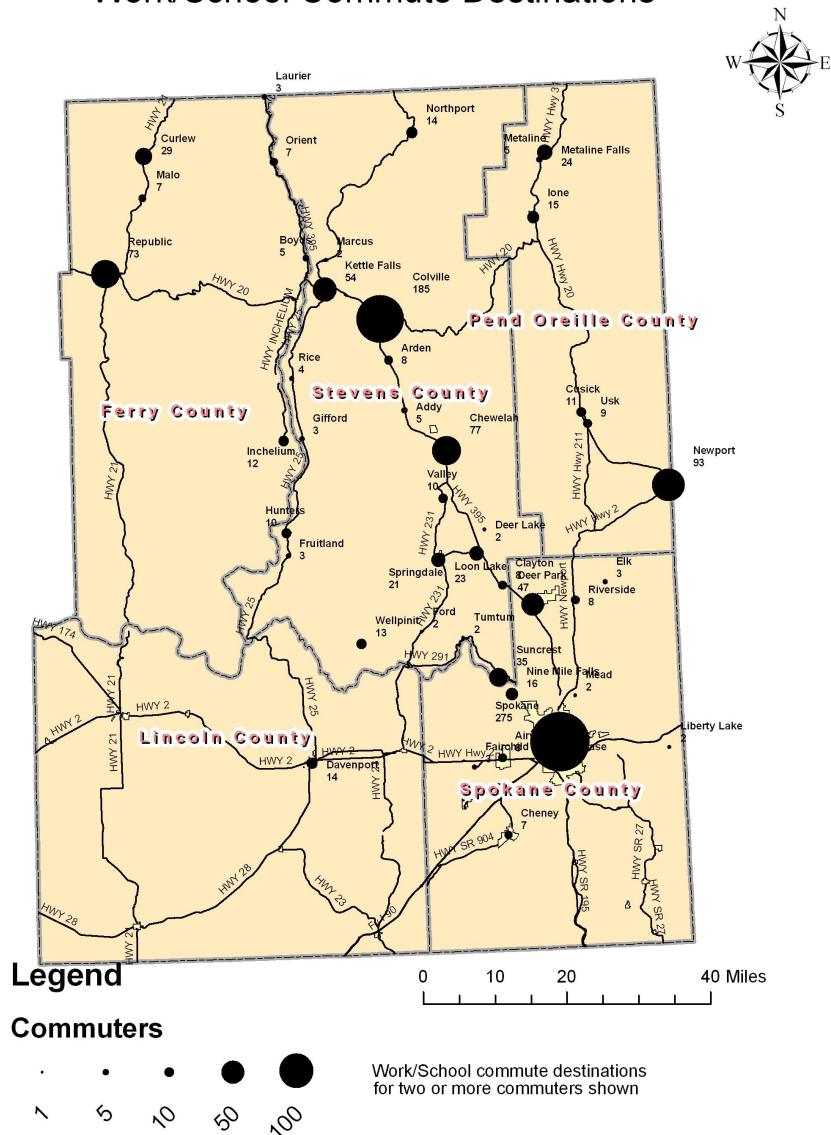
There were 1,141 households, 64.7%, that stated they would be willing to pay an average of \$4.35 one-way for transportation services.

Spokane was the most prevalent destination for both work/school commuters, 351 out of 1,174 work/school destinations (29.9%), and medical/dental appointments, 862 out of

2,517 medical destinations (34.3%). The survey asked respondents to indicate all of the locations where they work, or go to school and all of the locations where they receive medical care. The large number of people accessing medical care in Spokane is expected because of the lack of specialized medical care available within the tri-county area. It does not reflect the number of local trips as opposed to the number of trips to Spokane for utilization comparison.

Commute data from the survey was used to develop the following series of maps. The first map represents a proportional point view of commute destinations in the five-county area. Point of origin is not considered in this map.

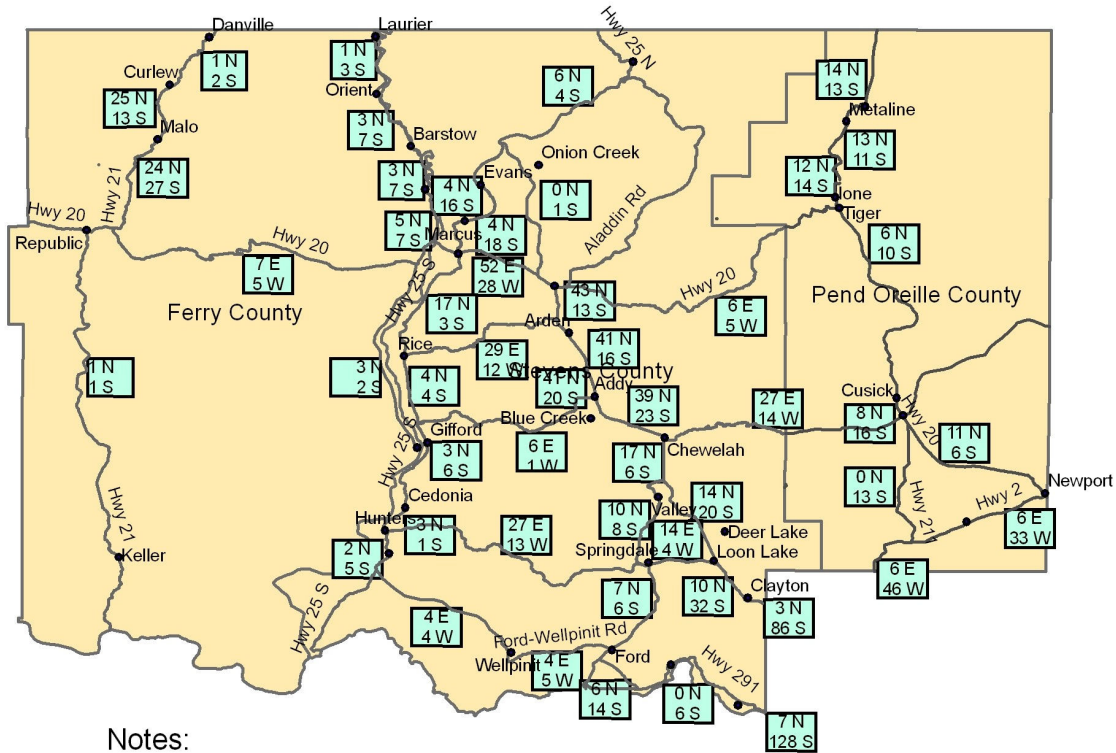
Work/School Commute Destinations



The commuting route map depicts main transportation corridor usage by commuters. Numbers in the boxes represent the cumulative total of households reporting commuting in each direction from their point of origin. The numbers are cumulative, meaning each leg of a route increases, or loses, numbers of households depending upon a household's

final destination. The boxes have been placed in proximity to their associated leg of a route, usually between two towns.

Tri-County Work/School Commuting Routes

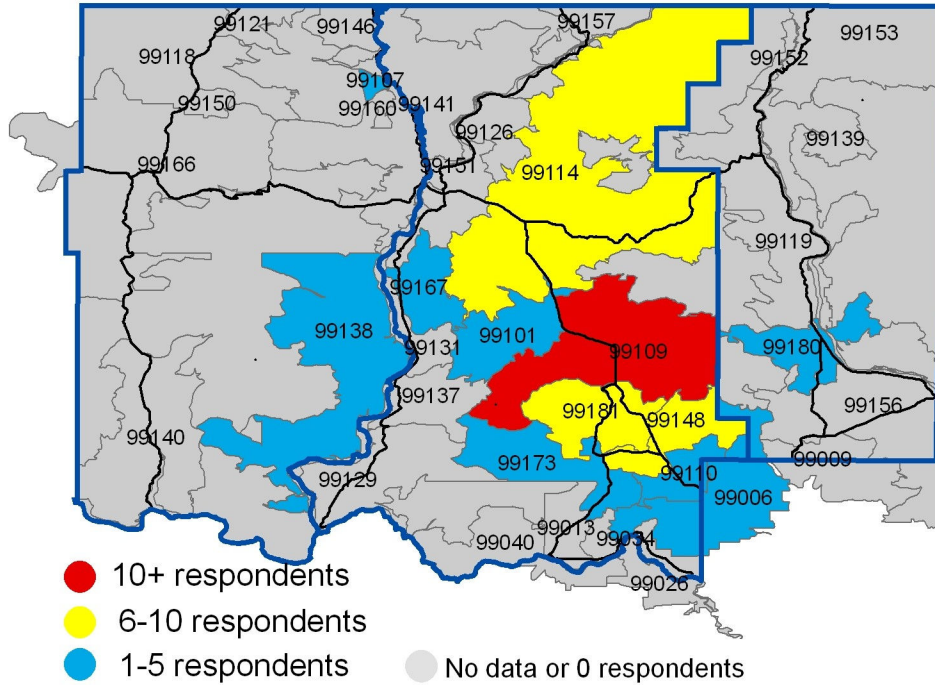


Notes:

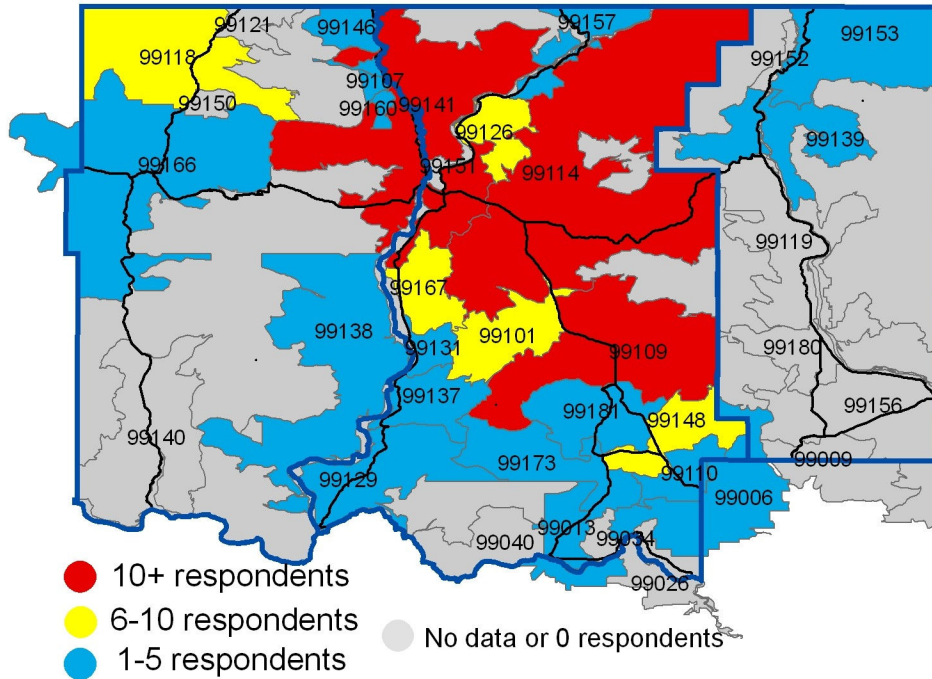
- * Route usage is a "best guess" based on main roads between origin and destination
- * Counts are cumulative along any route

The following series of zip code maps show which zip codes are the commute origin for particular destinations by color variation. Only relatively major destinations have been mapped.

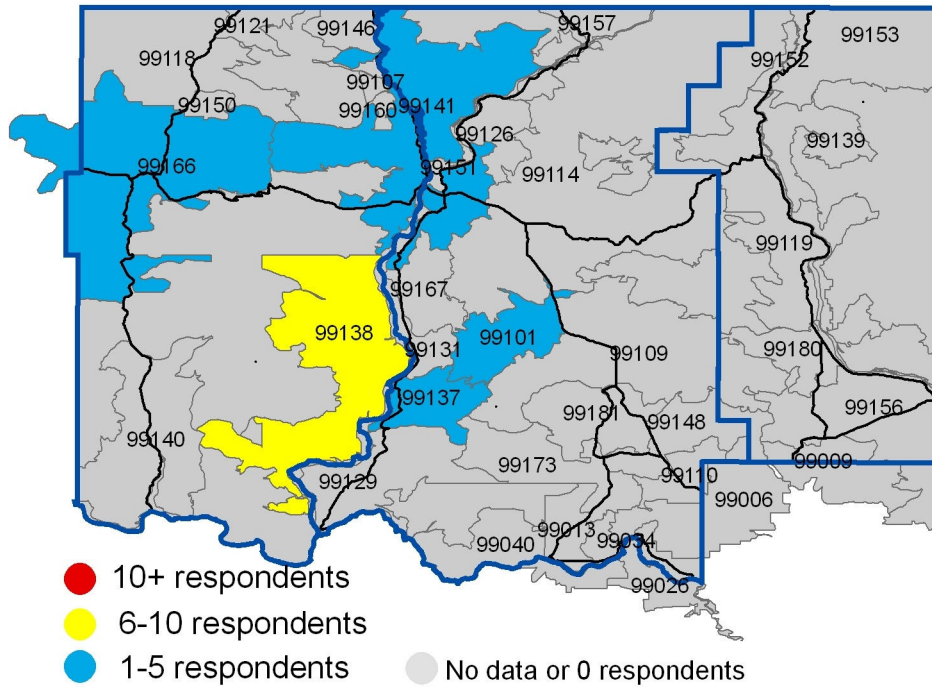
Distribution of Tri-County Respondents Commuting Into Chewelah



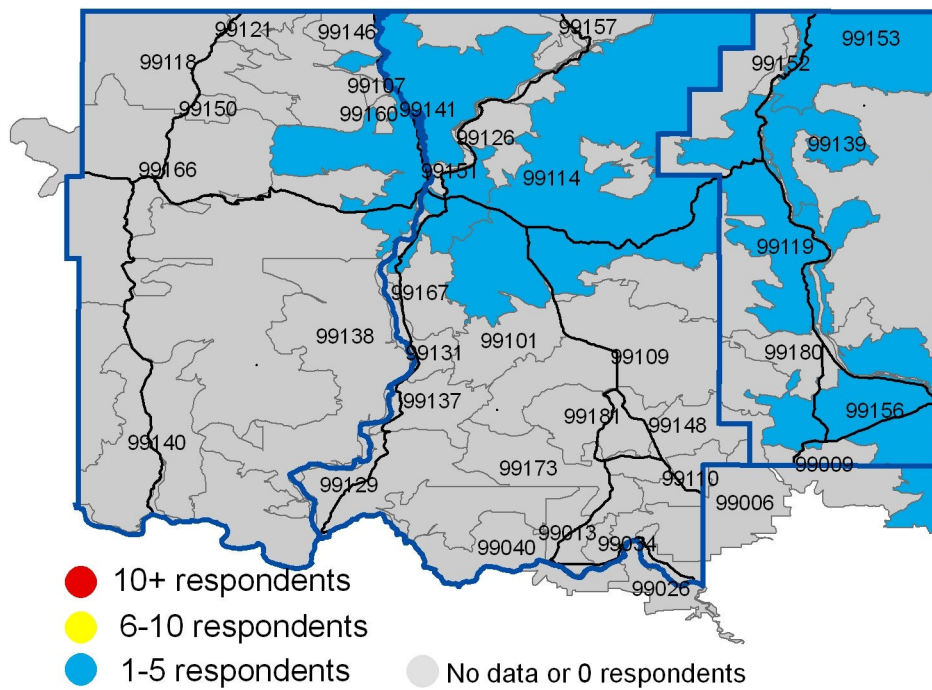
Distribution of Tri-County Respondents Commuting into Colville



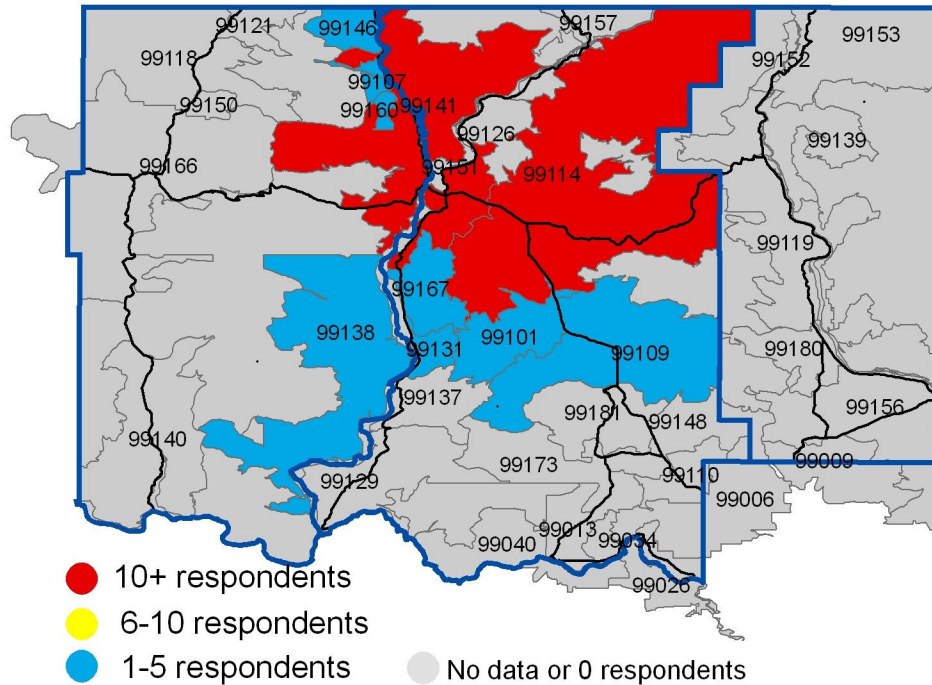
Distribution of Tri-County Respondents Commuting Into Inchelium



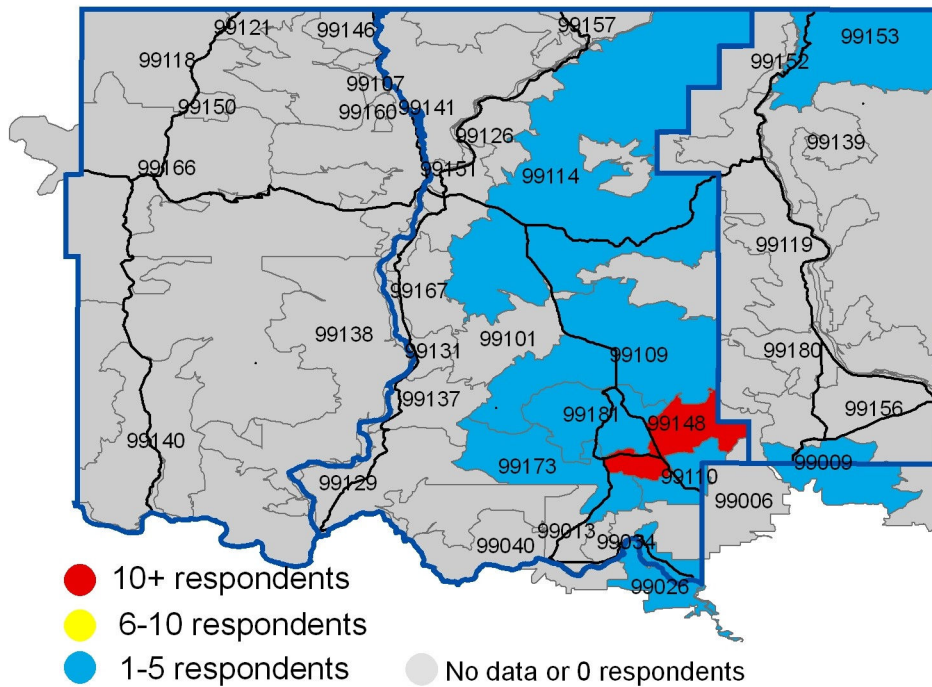
Distribution of Tri-County Respondents Commuting Into Ione



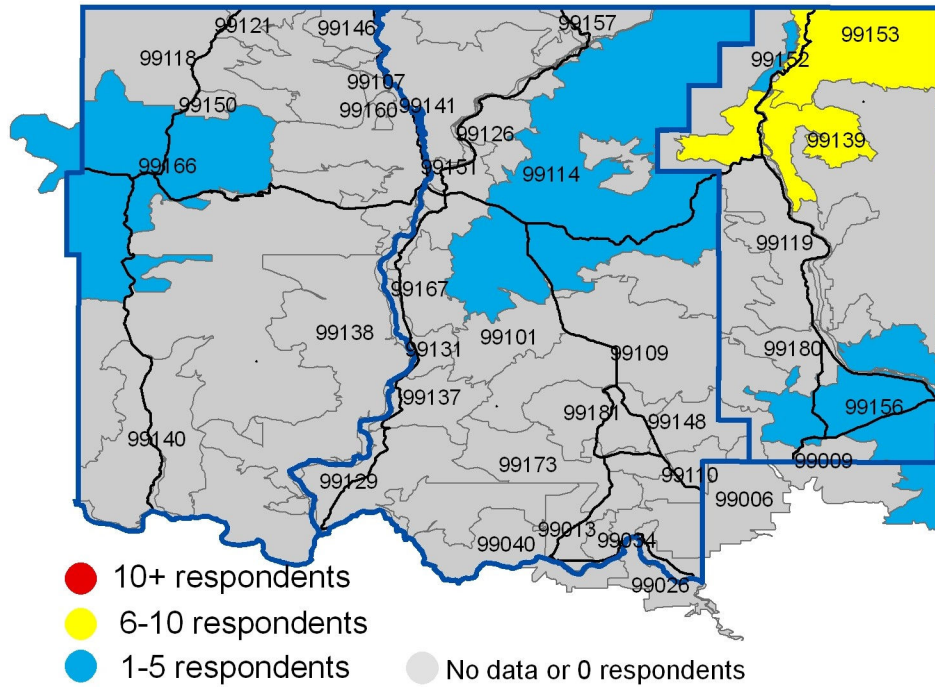
Distribution of Tri-County Respondents Commuting Into Kettle Falls



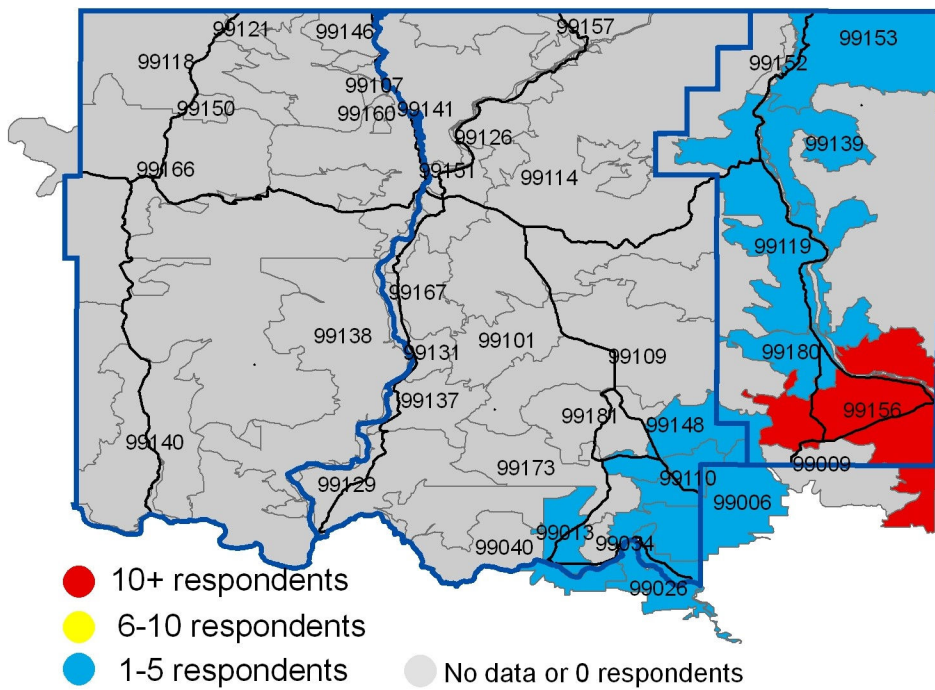
Distribution of Tri-County Respondents Commuting Into Loon Lake



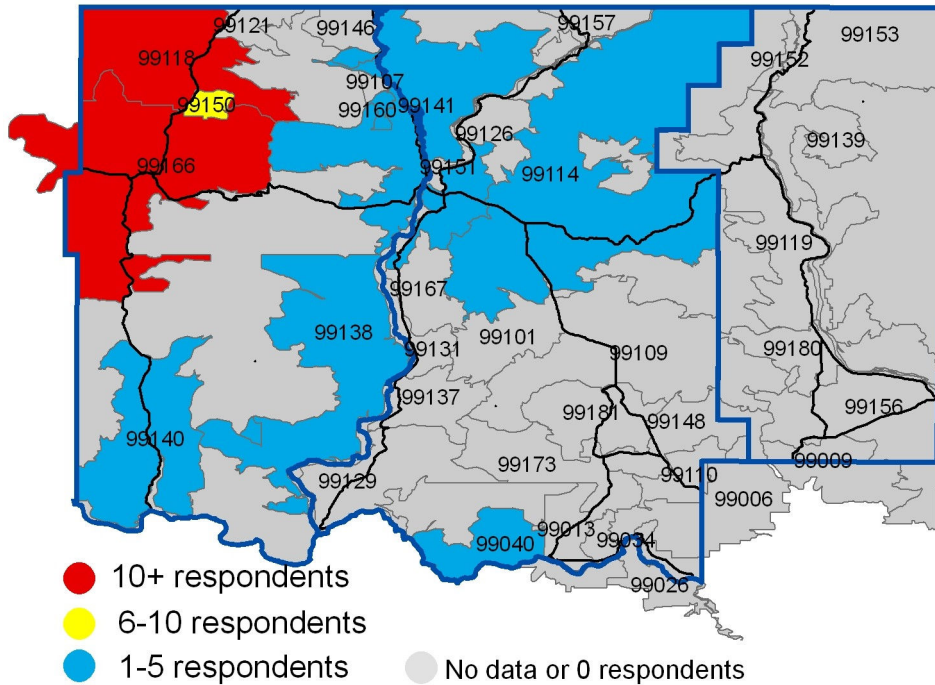
Distribution of Tri-County Respondents Commuting Into Metaline Falls



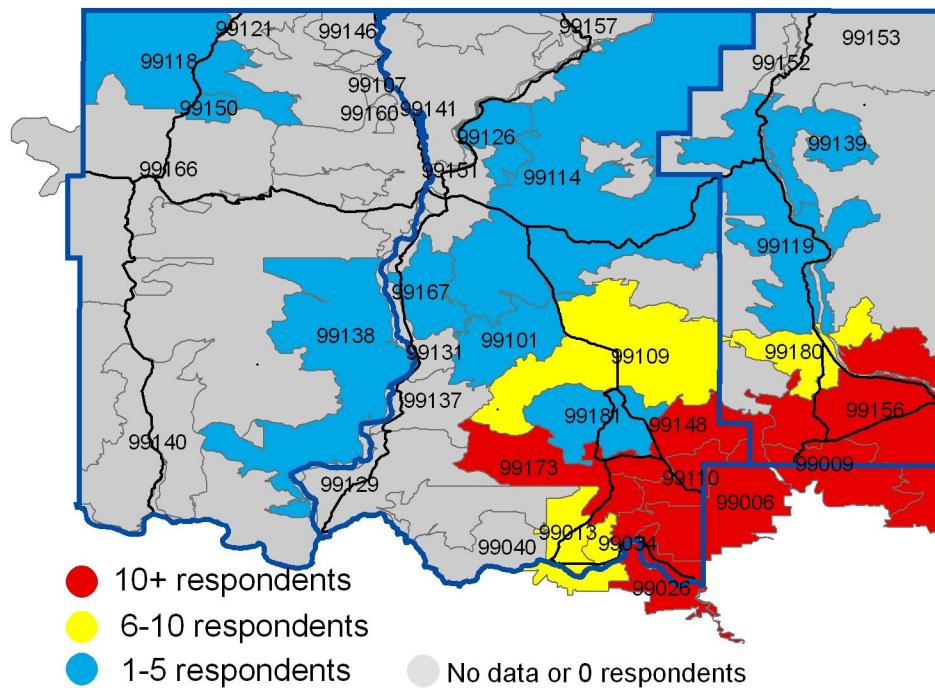
Distribution of Tri-County Respondents Commuting Into Newport

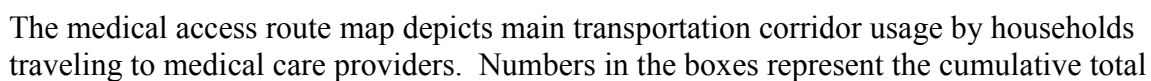


Distribution of Tri-County Respondents Commuting Into Republic



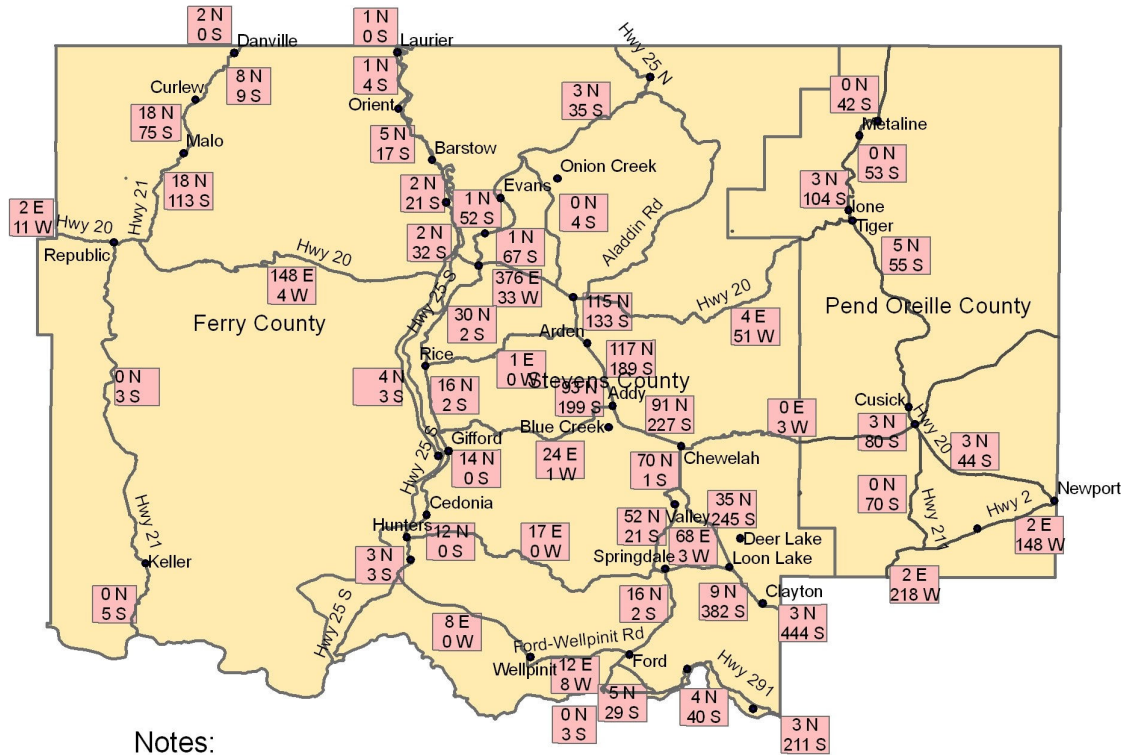
Distribution of Tri-County Respondents Commuting Into Spokane





of households traveling in each direction from their point of origin. The numbers are cumulative, meaning each leg of a route increases, or loses, numbers of households depending upon a household's final destination. The boxes have been placed in proximity to their associated leg of a route, usually between two towns.

Tri-County Medical Access Routes

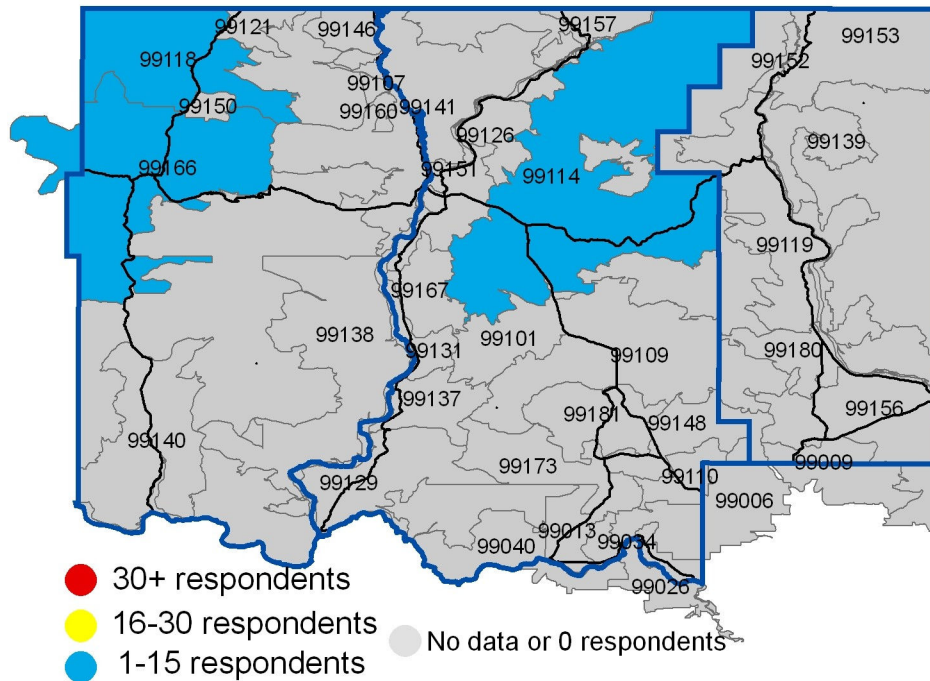


Notes:

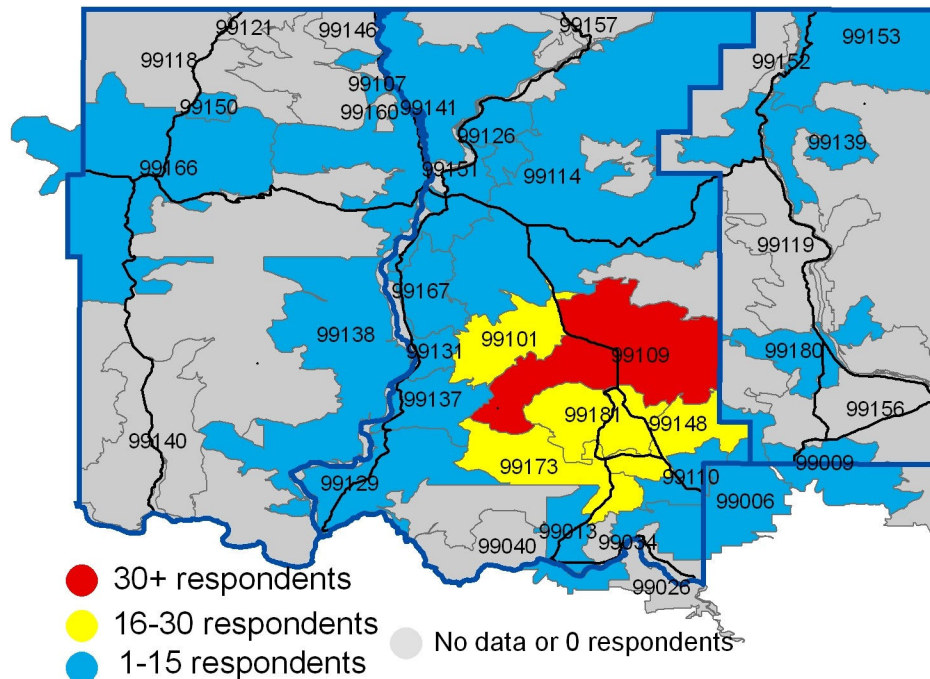
- * Route usage is a "best guess" based on main roads between origin and destination
- * Counts are cumulative along any route

The following series of zip code maps show which zip codes are the origins for particular medical provider destinations by color variation. Only relatively major destinations have been mapped.

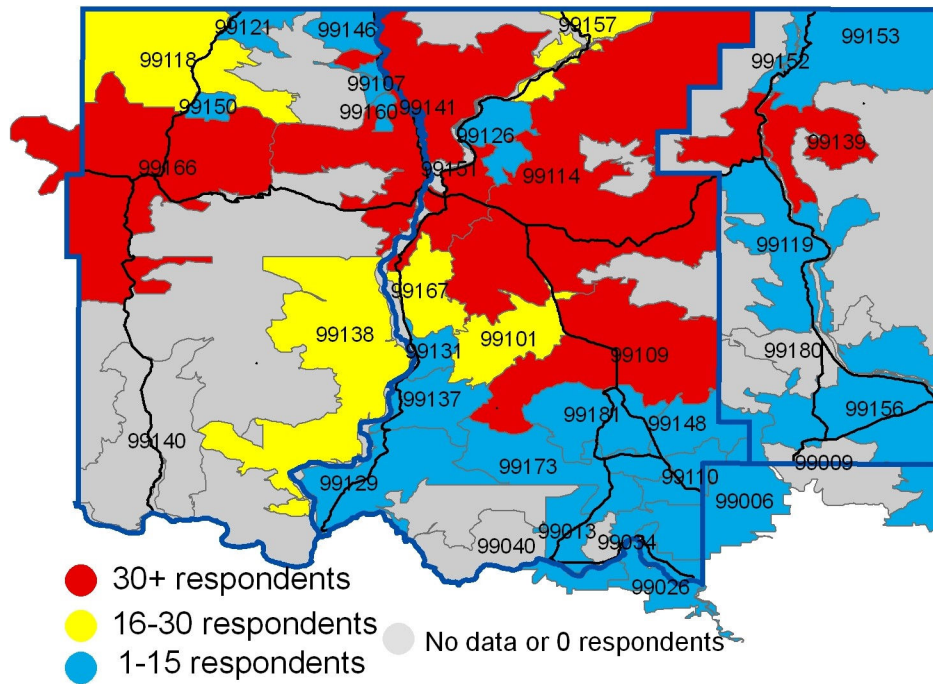
Distribution of Tri-County Respondents Using Medical/Dental Resources in Canada



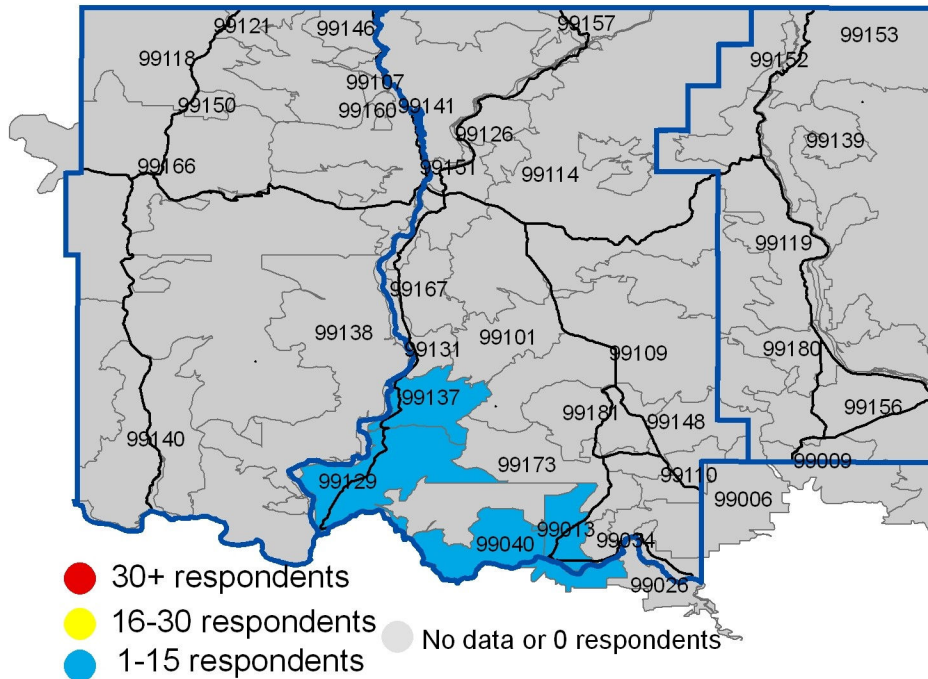
Distribution of Tri-County Respondents Using Medical/Dental Resources in Chewelah



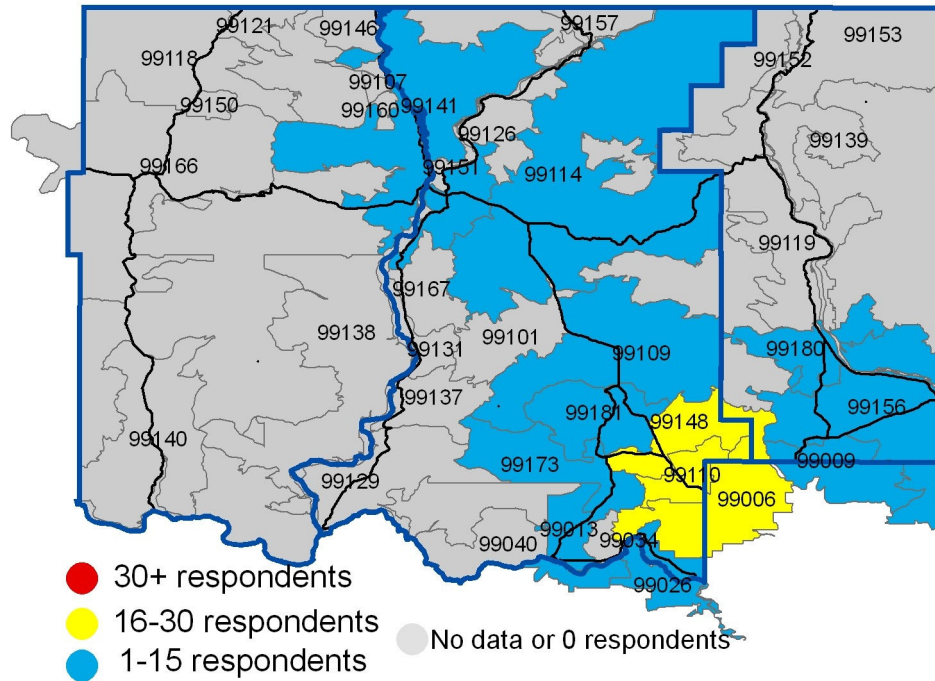
Distribution of Tri-County Respondents Using Medical/Dental Resources in Colville



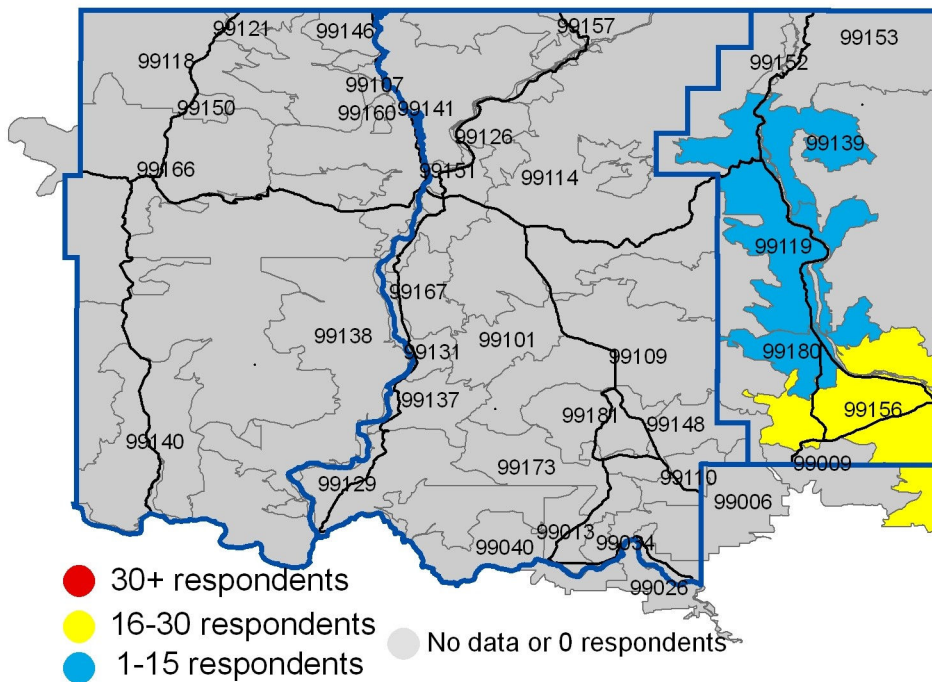
Distribution of Tri-County Respondents Using Medical/Dental Resources in Davenport



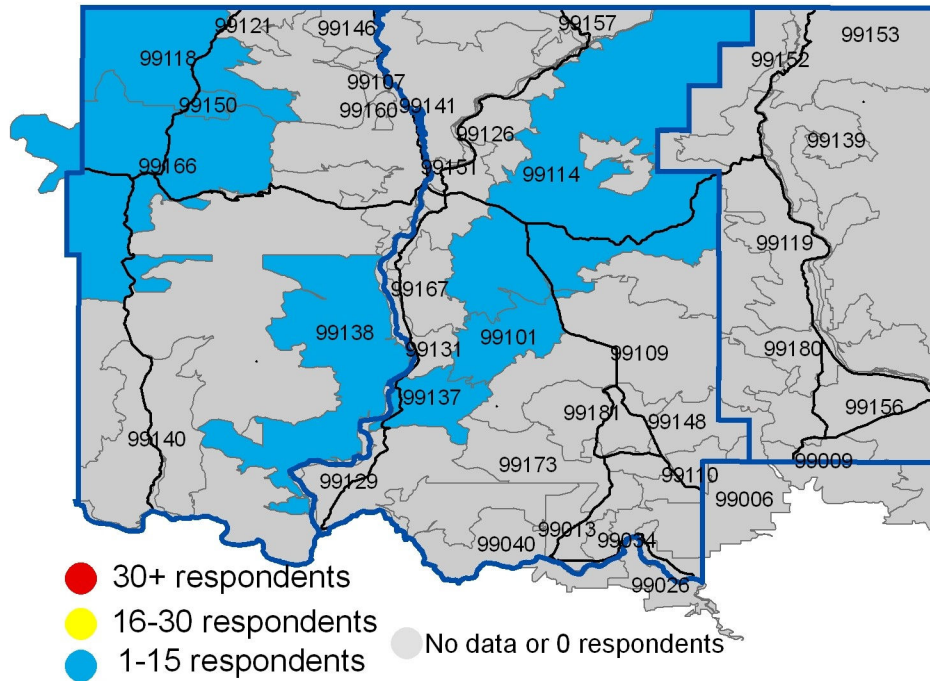
Distribution of Tri-County Respondents Using Medical/Dental Resources in Deer Park



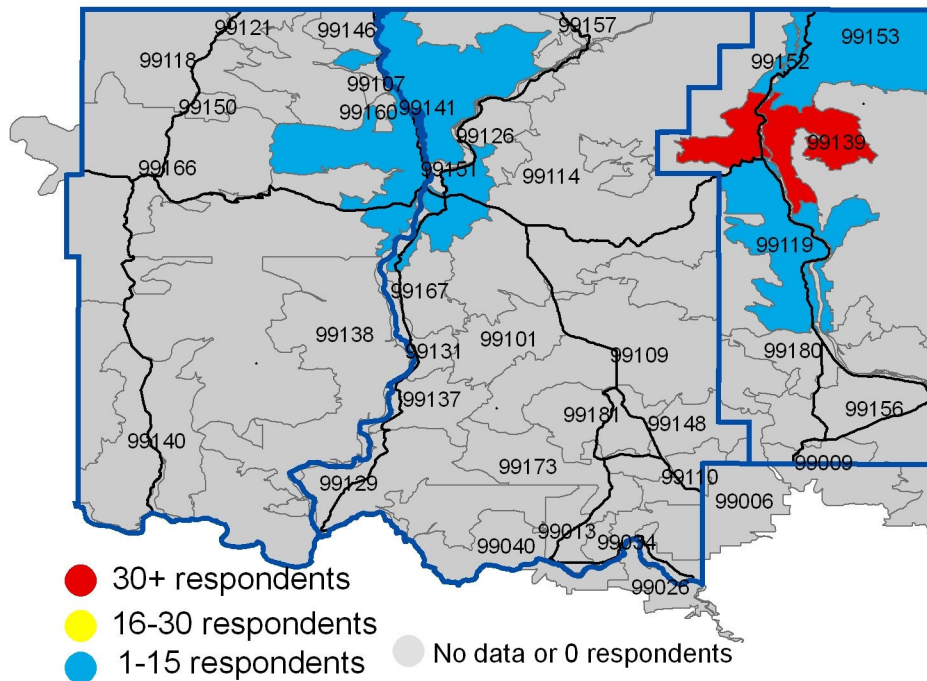
Distribution of Tri-County Respondents Using Medical/Dental Resources in Idaho



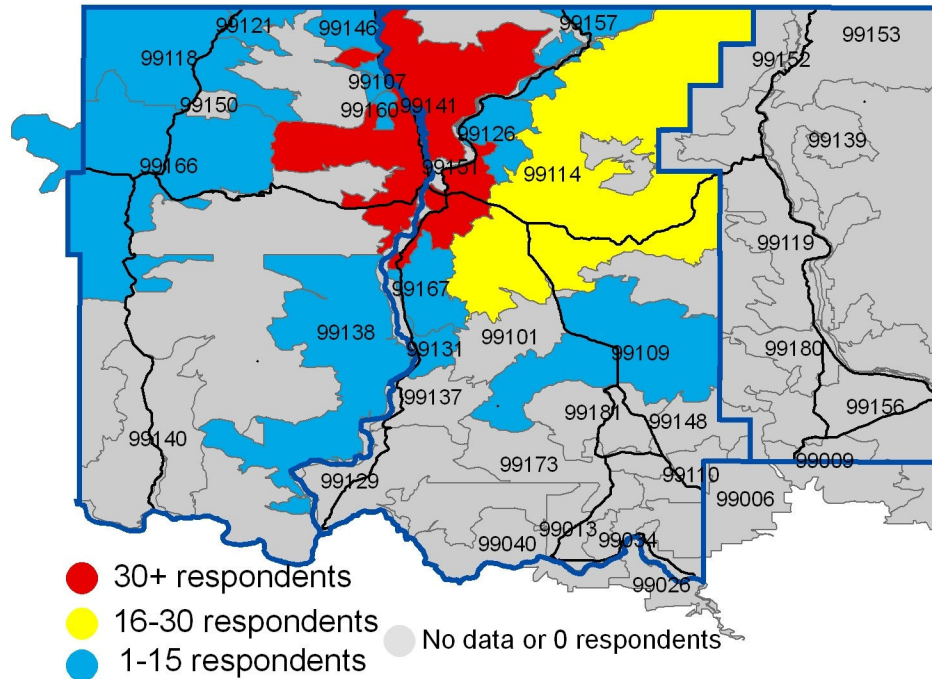
Distribution of Tri-County Respondents Using Medical/Dental Resources in Inchelium



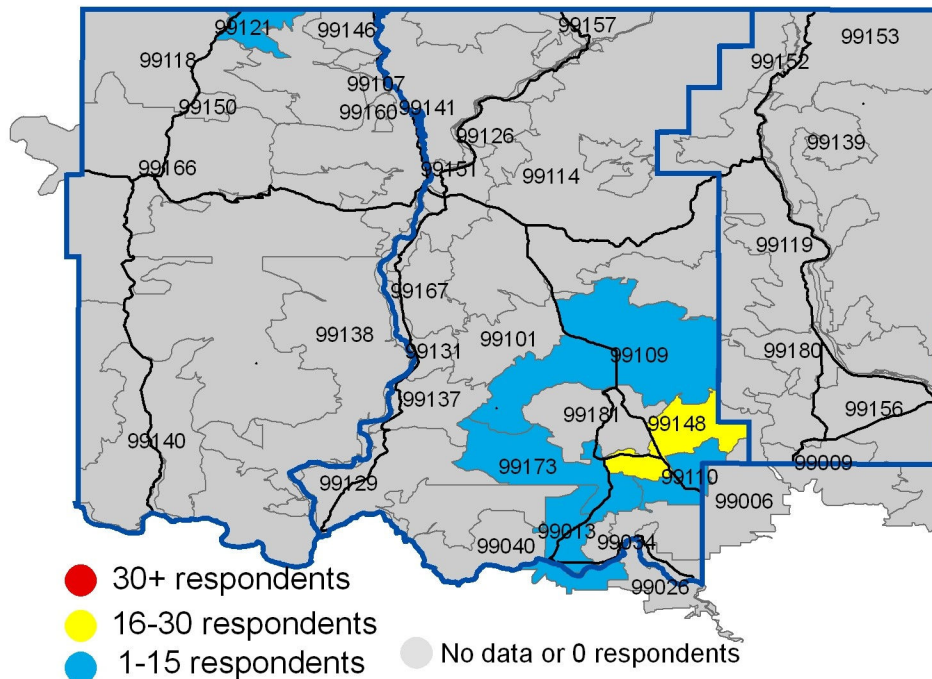
Distribution of Tri-County Respondents Using Medical/Dental Resources in Ione



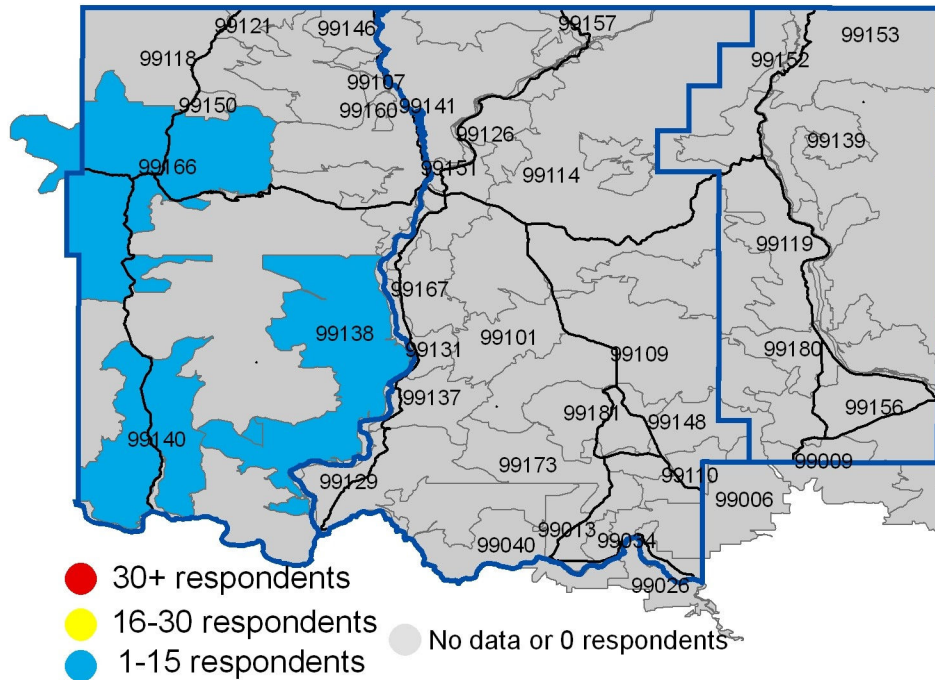
Distribution of Tri-County Respondents Using Medical/Dental Resources in Kettle Falls



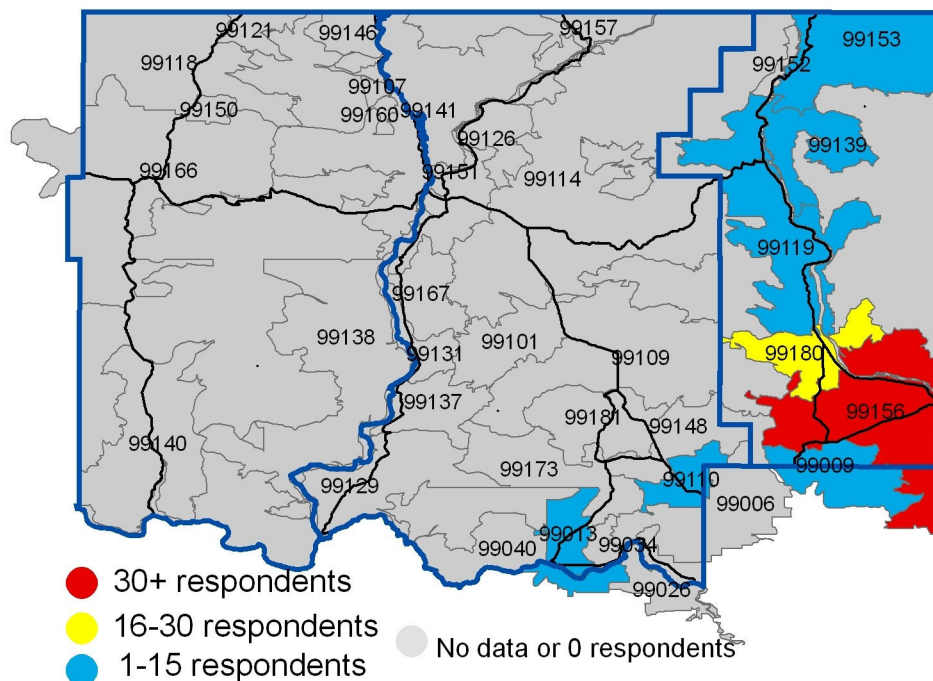
Distribution of Tri-County Respondents Using Medical/Dental Resources in Loon Lake



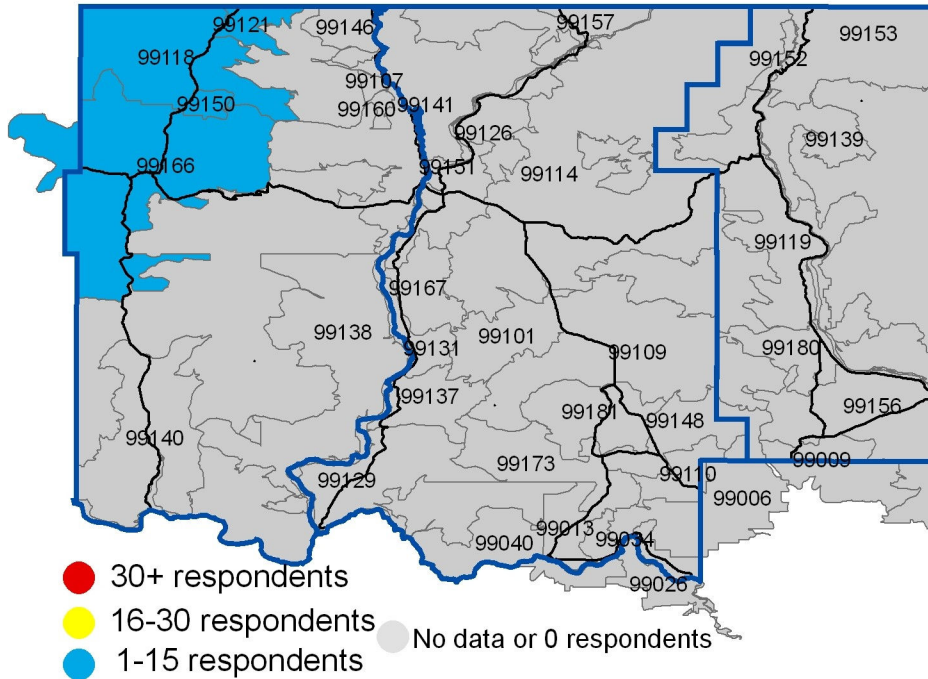
Distribution of Tri-County Respondents Using Medical/Dental Resources in Grant and Southern Okanogan Counties



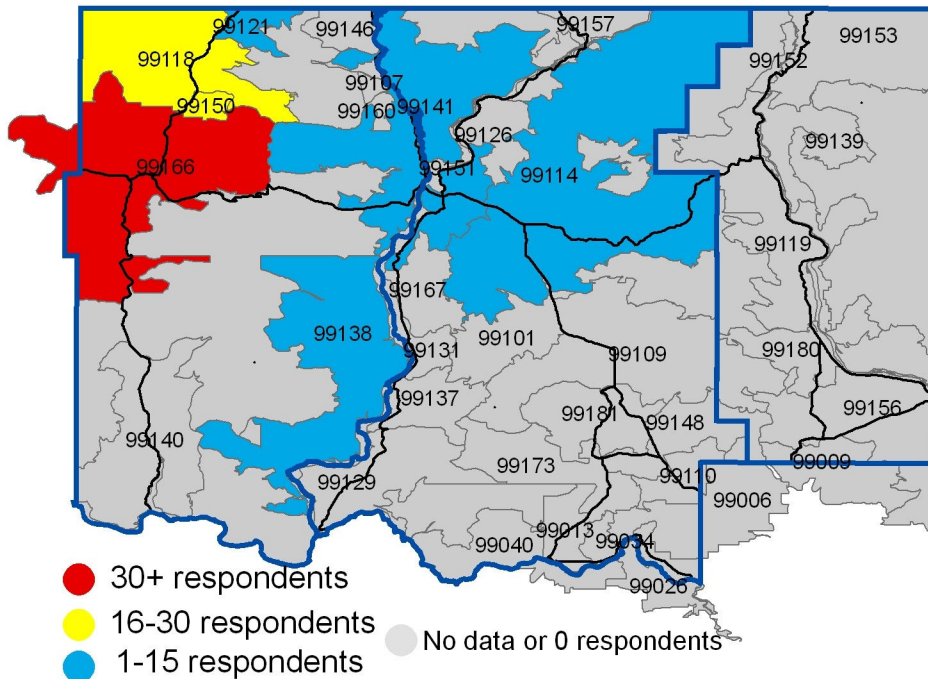
Distribution of Tri-County Respondents Using Medical/Dental Resources in Newport



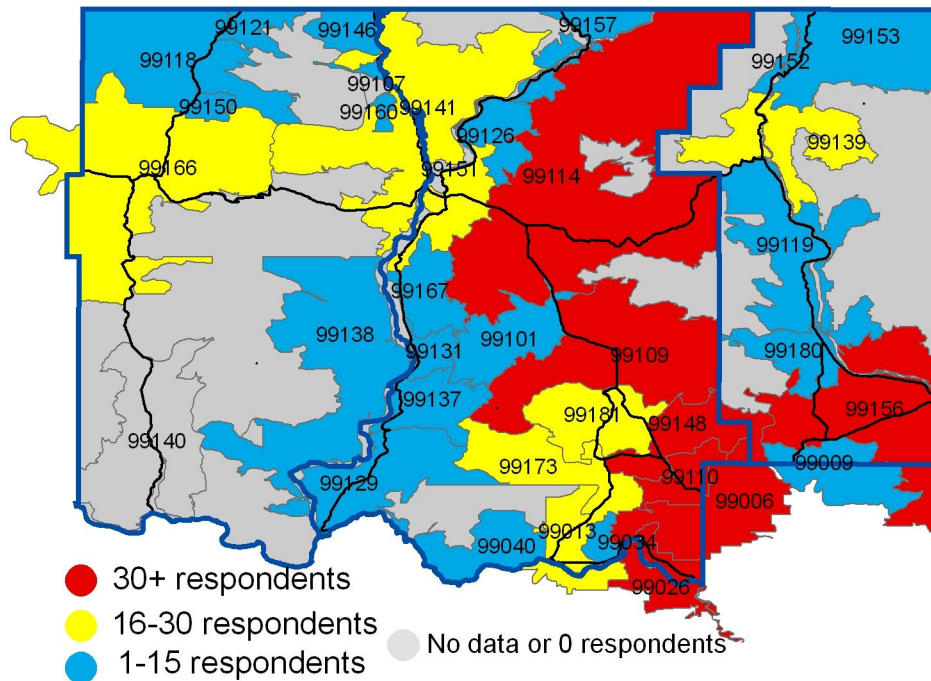
Distribution of Tri-County Respondents Using Medical/Dental Resources in Northern Okanogan County



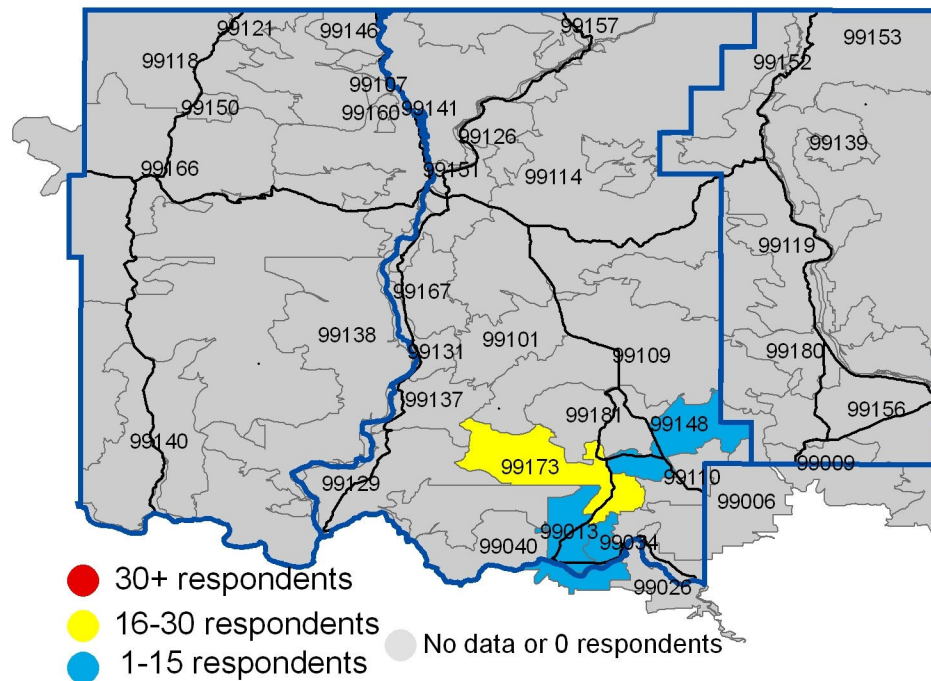
Distribution of Tri-County Respondents Using Medical/Dental Resources in Republic



Distribution of Tri-County Respondents Using Medical/Dental Resources in Spokane



Distribution of Tri-County Respondents Using Medical/Dental Resources in Springdale



Question 19 of the survey asked respondents to comment upon what they felt was the greatest transportation need in their communities. Table Tri-County 5 shows a tabulation of comments by subject made by Tri-County respondents in response to question 19 of the survey. Subjects, and their variations, were parameters used to query the database field containing responses to the survey question. The subjects are presented by percentage weight. The number of comments in each subject area includes both positive and negative impressions.

Tri-County 5

Subject	Number of Comments	Percent of Total Comments
Bus	361	25.62%
Elderly	215	15.25%
Medical	158	11.21%
Spokane and Bus	126	8.94%
Road	66	4.68%
Disabled	56	3.97%
Colville and Bus	44	3.12%
Dial a Ride	34	2.41%
School or Student	21	1.49%
Train	20	1.42%
Commuting or Commute	18	1.28%
Volunteer	18	1.28%
Carpool	17	1.21%
Deer Park and Bus	15	1.06%

Tabulations for subjects not exceeding 1% of the total response are not shown.

Question 20 of the survey asked respondents to comment upon what they felt would be the most successful transportation service in their communities. Table Tri-County 6 shows a tabulation of comments by subject made by Tri-County respondents in response to question 20 of the survey. Subjects, and their variations, were parameters used to query the database field containing responses to the survey question. The subjects are presented by percentage weight.

Tri-County 6

Subject	Number of Comments	Percent of Total Comments
Bus	407	36.08%
Van	148	13.12%
Taxi	42	3.72%
Volunteer	32	2.84%
Dial a Ride	26	2.30%
Carpool	25	2.22%

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Train	20	1.77%
Gas	17	1.51%
Car	15	1.33%

Question 21 of the survey asked respondents for any additional comments and invited comment upon current services. Table Tri-County 7 shows a tabulation of comments by subject made by Tri-County respondents in response to question 21 of the survey. Subjects, and their variations, were parameters used to query the database field containing responses to the survey question. The subjects are presented by percentage weight.

Tri-County 7

Subject	Number of Comments	Percent of Total Comments
Bus	95	17.43%
Work or Commute	76	13.94%
Spokane	75	13.76%
Elderly	72	13.21%
Colville	35	6.42%
Medical	30	5.50%
Van	28	5.14%
Rural Resources	26	4.77%
Disabled	19	3.49%
Train	15	2.75%
School	12	2.20%
Volunteer	11	2.02%
Newport	11	2.02%
Dial a Ride	8	1.47%
Taxi	8	1.47%
Carpool	7	1.28%

Question 23 asked if the respondent felt that the community had a responsibility to provide transportation for people with special transportation needs, defined as “persons that because of age (too old or too young) disability or economic status cannot afford to provide their own transportation.” There were 1,194 Tri-County respondents, 67.7%, who answered “yes.”

There was a second part to Question 23 that asked respondents to explain why they chose either “Yes” or “No.” In general, there was a three-way split of reasons given: 1) that the community did not have the responsibility to provide for the transportation needs of anyone (a group that represented almost the entirety of that percentage of respondents choosing “No,” 2) That the community owed people with special transportation needs transit options, either because it served the community as a whole or because it was “the right thing to do,” and 3) that, yes, the community owes a responsibility to provide

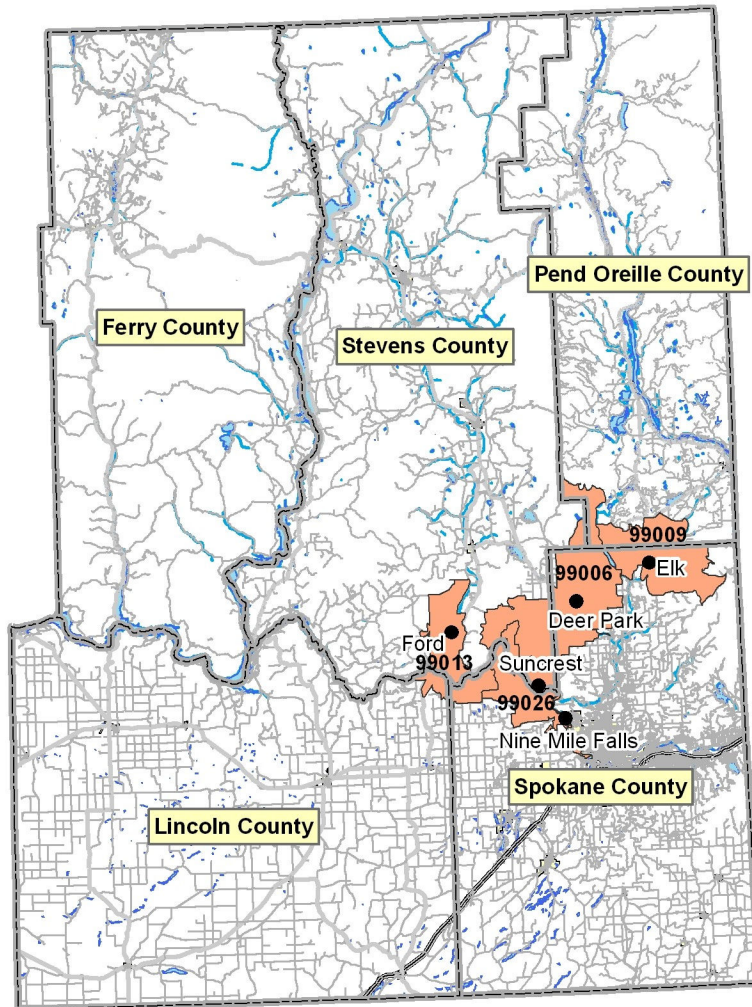
disabled and elderly people transportation if they need it—but not for those people who are too “lazy” or unwilling to work to improve their economic status. Individual county data generally follows the trend of the Tri-County amalgamated response. The “border area” zip codes, however, created their own subset of data to be considered here.

The “Border Area”

The border area is constituted of four postal zip codes: 99006 (Deer Park), 99009 (Elk), 99026 (Nine Mile Falls), and 99013 (Ford). Each of these postal zip codes cross the boundary between the Tri-County area and other counties. With the exception of the Ford zip code, which crosses into Lincoln County and represents a small number of households outside the Tri-County area, the other zip codes represent a majority of households within Spokane County.

There were 9,924 surveys sent to border area residents of zip codes 99006, 99009, and 99026 and there were 296 responses, a 2.98% response rate. The response rate was low because most residents lived outside the Tri-County area. The low rate had the effect of skewing the average response rates artificially downward in the Tri-County area, particularly in Stevens County.

Average household size was 2.83 persons. Respondents lived an average 3.1 miles from town. Average reported household income was \$56,215, representing a per capita income of \$7,657. There were 49 households (16.55%) with at least one retired person in residence and 84 households (28.38%) with a disabled person in residence.



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A count of households reporting household quantity and income information (114 of the 296 responses from these zip codes) cross-referenced with Washington state income levels established for Stevens County is provided in table Border-1.

Border-1

State Specified Income Level	Persons in Household					Totals	% of Total Reporting Households
	1	2	3	4	5		
Low Income	2	8	2	1	1	14	12.28%
Very Low Income	3	1	1	2	0	7	6.14%
30% of Median	5	3	0	1	0	9	7.89%
Totals	10	12	3	4	1	30	26.32%
Households Reporting	13	53	17	18	7	Numbers are for households providing both household quantity and income information	
% of Reporting Households	76.92%	22.64%	17.65%	22.22%	14.29%		

Age data collected specifically requested the age of the oldest and youngest household members. This information is useful in showing the number of households that have children under 18 (commonly a transportation dependent population) as well as providing an indicator of the aging population over 60 years old that may need transportation services now or in the future. Little is known about the intermediate ages that are not specifically recorded. Table Border-2 represents the oldest and youngest household members identified, and specifically indicates the number of households where a senior (age 60 or over) lives with a minor.

Border-2

Oldest Member	Number	Span	Report of <19	Percent with <19
60+	112	60-91	10	8.93%
35-59	170	35-59	86	50.59%
19-34	11	24-34	10	90.91%
Youngest Member				
6-18	83			
0-5	24			

Table Border-3 represents responding households in the Border Area indicating their use of various government benefits and programs.

Border-3

Medicare	Medicaid	Food stamps	Social Security	SSBG/Chore	Rental Assist	TANF	Vet Benefits	Copes	Energy Assist
77	21	11	92	0	1	1	32	3	4
26.01%	7.09%	3.72%	31.08%	0%	0.34%	0.34%	10.81%	1.01%	1.35%

Households reported an average of 1.79 vehicles, with 1.68 vehicles per household identified as “reliable.” The ratio of reliable vehicles to regular drivers was 0.87.

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Vehicle costs, excluding registration and note payments, totaled \$5,409.50 per year, representing 9.62% of the average household income in the Border Area. There were 282 households indicating they drive their own vehicles and 26 households (8.78%) indicated their transportation needs required the help of friends and family.

There were 11 households that used transportation services 29 times during the previous year. Table set Border-4 illustrates transportation service usage and types of service.

Border-4

Transportation Service Providers					
Rural Resources	Volunteer Chore	Ferry County Community Services	Kettle Falls Taxi	Special Mobility Services	Medicaid
1	1	0	1	7	1

Type of Vehicle Used		
Bus	Van	Volunteer Vehicle
6	4	5

Purpose of Service					
Work	School	Shopping	Medical/Dental	Recreation	Meal Site or Senior Center
1	2	1	8	3	2

There were 184 households, 62.16%, that stated they would be willing to pay an average of \$3.21 one-way for transportation services.

Work and school commute destinations were heavily dominated by Spokane commuters with 155 responses out of 270 destinations specified, 57.41%. The top four destinations also included: Suncrest (11.48%), Deer Park (6.30%), and Nine Mile Falls (5.19%).

Medical and dental destinations were also heavily dominated by Spokane, with 256 responses out of 338 destinations specified, 75.74%. The top three medical destinations also included Deer Park (11.83%) and Riverside (2.96%).

Respondent comments make it clear that the main transportation issues in the border area have to do with the commute into Spokane and road conditions. The generally lower age for oldest in household also indicates commuting is a primary transportation concern for people living in this area, as is access to education providers.

The primary travel corridors represented in the Border Area include Highway 291 (between the Suncrest Community and Spokane), Highway 395 (between Deer Park and Spokane) and Highway 2 (between Newport, Elk and Spokane).

Copies of the survey and survey summary are available by contacting Rural Resources Community Action.

Existing Transportation Services and Assets

A transportation provider survey was mailed to all identified organizations with transportation assets and operating in the Tri-County area. The purpose of the survey was to identify assets, asset capacities, asset usage, and to solicit comments regarding transportation issues and needs

Survey results are presented along with each organization's services.

Special Mobility Services (SMS)

Medicaid Broker for all three counties. SMS assists people with the most appropriate, most cost effective assistance necessary to access Medicaid approved services.

- Eligibility: Medicaid recipients
- Service Area: Stevens, Ferry, Pend Oreille, Spokane, Grant
- Limitations: Closest provider of type, this limits "choice" for the patient
- Methods: gas vouchers, volunteer drivers, lift equipped vehicles, based on need

SMS - Public Transportation

Priest River-Newport-Spokane Shuttle

- Eligibility: Public
- Service Area: Priest-River/Newport to Spokane
- Limitations: Only limited to capacity, M-F service and limited operating hours.
- Methods: ADA buses

Catholic Charities/Volunteer Chore

- Eligibility: Low income seniors and adult disabled (\$1000 – 1 person, \$1500 – 2 person) – some flexibility to assist even when over income.
- Service Area: Stevens, Ferry and Pend Oreille Counties
- Limitations: Never enough funding to meet all of the need
- Methods: volunteer drivers

Ferry County Community Services

Until very recently, FCCS provided transportation particularly to clients accessing mental health, drug and alcohol counseling and other services provided at FCCS. This was accomplished using a combination of volunteers, staff, and an ADA van. However, funding has shifted within the new borders of the Regional Support Network, and funding no longer exists for these services.

Rural Resources (RR) – Public Transportation

Republic School District-RR joint dial-a-ride service between Republic and Curlew M-F, 8:30-10:30am and 4:30-7:00pm

- Eligibility: Public
- Service Area: Republic to Curlew (one round trip available per service)
- Limitations: morning and late afternoon service M-F
- Methods: ADA bus

RR – Senior transportation

- Eligibility: 60 or over, independently living (not in a facility)
- Service Area: Republic
- Limitations: 3 days per week for approximately 1.5 hours. Intended to help seniors access meal site at Ferry County hospital, conduct local shopping and post office stops
- Methods: ADA bus

Stevens County dial-a-ride – Colville/Kettle Falls M-F, 9:00-11:00am and 1:30-3:30pm

- Eligibility: public
- Service Area: Colville/Kettle Falls
- Limitations: limited hours morning and afternoon service
- Methods: ADA bus

Pend Oreille County dial-a-ride – Newport/Cusick/Diamond Lake area, 8:30-11:00am and 1:30-4:00pm M-Th

- Eligibility: public
- Service Area: Sourthern Pend Oreille
- Limitations: Primarily main roads, with deviation for ADA issues
- Methods: ADA bus

Kettle Falls-Colville-Chewelah Commuter Routes – Fixed Route M-F – Arrivals in Colville 7:55am, 8:45am (from Kettle), 7:55am (from Chewelah), Departures from Colville 4:00pm and 4:45pm (to Kettle), 4:45pm (to Chewelah).

- Eligibility: Public (50 cent fare each way)
- Service Area:
- Limitations: capacity
- Methods: ADA bus

Carpool Match Project – Assists drivers and riders in all three counties to “find” a carpool. \$50 per quarter “incentive” for drivers during the first year of participation. Guaranteed rides home.

Eligibility: Targeted at riders from current or past TANF recipients. All public can participate.

Service Area: The commute trip must originate, terminate or pass through the Tri-County area.

Limitations: Usually more registrations from those that need rides, rather than from drivers.

Methods: Private autos

Bi-weekly access to Colville

Republic to Colville (either over Boulder or Sherman, depending on where clients live)

Metaline Falls, Metaline, Ione to Colville

Suncrest, Springdale, Valley, Loon Lake, Deer Lake, Chewelah, Addy, Arden – to Chewelah/Colville

Hunters, Fruitland, Rice, Daisy, (up the river) to Kettle Falls, Colville

Northport, Evans, Marcus – to Colville/Kettle Falls

- Eligibility: public
- Service Area:
- Limitations: All routes arrive at Colville/Kettle Falls between 10:00-10:30am, approximately 3 hours of shopping upon arrival, limited to capacity
- Methods: volunteers or ADA bus depending on client needs and number of reservations

Volunteer transportation – primarily medical support and meeting basic needs

- Eligibility: public
- Service Area: Ferry, Stevens, and Pend Oreille. Also trips to Spokane
- Limitations: Funding is limited, so most transportation is provided along Medicaid guidelines including closest provider of type. With life-sustaining treatments like dialysis, we usually limit transport to 1 day per week as respite for family members. This service is flexible, and often “piggy-backs” more than one passenger per vehicle for stretching the funding.
- Methods: most with volunteer vehicles, unless an ADA vehicle is required.

Pend Oreille County – North/South Fridays only

- Eligibility: Public
- Service Area: Pend Oreille County (along the river), connects with Special Mobility for access to Spokane
- Limitations: capacity only
- Methods: Volunteer or ADA bus

Additional Providers

Appendix C contains information from 21 agencies that either purchase or provide transportation services for their clients or customers. Several of the local school districts expressed an interest in participating in public transportation to improve service to their communities.

Transportation Coordination

Transportation coordination is a critical component of any project to be considered under this plan. First, there must be coordination between providers to avoid service duplication. Second, there should be coordination between providers and any other identifiable stakeholders with an inherent interest in the project outcome. Third, coordination in the interest of sustained transportation services in the Tri-County area should include economic entities, such as the Tri-County Economic Development District, and possible local funding sources. Service priorities developed by stakeholders clearly show coordination should be an integral component of any project to address unmet needs.

Current coordination efforts exist between the Medicaid broker, Special Mobility Services, and their contracted transport providers, such as Volunteer Chore and Rural Resources Community Action. A barrier exists to coordination under the current structure, because the Medicaid Brokerage contract forbids ride sharing with clients that are not Medicaid paid. Rural Resources and Special Mobility Services have agreed to test a pilot project for ride sharing with volunteers. The savings for the brokerage and Rural Resources will be documented to demonstrate the value of coordination and promote removing the prohibiting contract language in future contracts.

SMS dispatchers do not geographically group trips and assign them to providers in a way that would easily lend itself to coordination, so it is possible that duplication is occurring. At this time it is impossible to measure without full disclosure by SMS.

Rural Resources and Catholic Charities/Volunteer Chore often share clients and volunteer drivers. There are some existing philosophical differences between the two agencies that may inhibit some forms of coordination. For instance, passengers receiving service from Rural Resources are told that they are required to share rides with other passengers if more than one appointment can be “piggy-backed” with a single volunteer. Catholic Charities does not require shared rides.

Rural Resources receives funding from the Washington State Department of Transportation (WSDOT), the Area Agency on Aging (Aging and Long Term Care of Eastern Washington), Head Start, Medicaid, the Federal Transportation Administration (FTA), and private sources. In many cases, coordination is accomplished “behind the scene”, resulting in savings to more than one funding source. For example, a passenger may arrive in Colville by participating in a carpool sponsored by Rural Resources (funded by FTA). They may go to the post office or shop locally in Colville on the dial-a-ride service (funded by WSDOT). If the passenger is a senior, we may take them to a meal-site location for lunch (funded by Aging and Long Term Care of Eastern Washington). If this passenger is a senior with a specialized medical need that requires transportation to Spokane, we could pair them with a non-senior that also needs medical access and an individual that needs to travel to the Greyhound Bus Depot in the same volunteer vehicle. The costs would be allocated to each funding source based on the actual mileage for each trip. These are examples of coordinated cost and asset sharing.

As a Community Action Agency, Rural Resources houses a wide variety of social services in one facility. The Energy Assistance Program schedules client appointments based on the transportation schedule to ensure that access is available. The Family Support Center (serving victims of domestic violence or sexual assault) schedules appointments to coincide with local dial-a-ride service. Within Rural Resources, a client of WorkSource may receive a bus pass (paid for by the Department of Labor) to ride the commuter route, (partially funded by WSDOT). These are examples of coordination with other social service providers to meet the needs of the community.

Rural Resources Community Action has partnered with the Republic School District to provide public Dial-a-Ride services twice a day, five days per week, between Republic and Curlew in Ferry County. Reservations for the service are made through the Rural Resources office and the service is provided by both entities. This is an example of a fully coordinated system (with no duplication of effort).

Rural Resources and has also coordinated a passenger connection with an SMS-provided bus service running between Spokane and Priest River, Idaho through the city of Newport in Pend Oreille County. The Rural Resources service connects passengers from Metaline Falls all the way south to Newport to transfer to the SMS bus and ride to Spokane each Friday morning and returning in the afternoon. Both agencies can take a reservation for a transfer in either direction. Each agency charges a fare for their portion of the trip. This is an example of coordinating services to increase passenger options to more destinations.

Coordination is particularly critical when considering projects located in the border areas or that provide public transportation into Spokane. There has been transportation need established to provide some kind of transportation option for residents of Suncrest, for example, that would connect to Spokane Transit Authority services. What is not established is to what extent the Spokane Transit Authority would be willing to participate in a project to address that need. STA Vanpools currently operate between Suncrest and Spokane, so it is likely that more could be added if the passenger base truly exists.

The cost savings, increased efficiency, opportunity for dialogue, increased responsiveness to stakeholder concerns, and the increased visibility of coordinated projects promote a viewpoint that coordination should not only be considered, but required of every project submitted for consideration to the RTPO. Only the level of coordination should be left up to the project submitter, and evaluated based on applicability, merit, and predicted outcome.

Unmet Transportation Needs

The 2006 Transportation survey clearly shows that the overall concern of people throughout the Tri-County area is for the welfare of the elderly, the disabled, children, and commuters. There were some comments made that tax dollars should be put to more efficient use, but the majority, 67.7% of the survey respondents, answered “yes” to the question asking if they felt it was the community’s responsibility to provide transportation for persons that because of age (too old or too young) disability or

economic status cannot afford to provide their own transportation. There were qualifiers to the “yes” response by a significant percentage of respondents relating to those who were perceived as “too lazy” to go to work, but the notion that the community owes transportation options to its members in real need is supported by a wide margin.

Given that the general community may be considered to be in support of transportation for people in need—and for commuters—transportation stakeholders were asked to identify the specific destinations that were most important to these populations.

Stakeholder response tended to take an umbrella view of need, noting that people need access to medical care, social services, government services, employment, education, shopping, legal services, legally required appointments, extracurricular activities for students and parents, inter-modal transportation connections, and recreation/social activities. Each category is considered from the aspect of whether or not the need is unmet, in whole or in part.

Transportation for Medical/Dental Care

Current services, primarily based on the use of volunteer drivers and Dial-a-Ride services, meet many of the current needs of the region in getting people to medical offices and facilities. For community residents receiving state Medicaid, access to service is available through the Medicaid Transportation Broker (Special Mobility Services.) Resources for non-Medicaid eligible residents are stretched thin. Any increase in this need will require more volunteer drivers and wheelchair accessible vehicles to maintain the current level of service. While the need for medical transportation is clear, particularly for services at hospital “hubs,” such as Spokane, Colville, Chewelah, Republic, and Newport, the need frequency fluctuates greatly and the geographic service area is too broad to support a fixed-route system that does not also include a great deal of coordination with some form of demand-based feeder service.

Unmet needs in this area, as expressed by stakeholders and the community:

- Transportation for people discharged from hospitals and nursing facilities outside of normal transportation service operating hours and outside of dial-a-ride locations.
- A better means of coordinating current services between providers to increase efficiency, make services more easily accessible, and more client-friendly.
- Educating medical staff and passengers about available transportation services and promoting coordination of appointments with current transportation service schedules
- A “cabulance” option for those people who must be transported in a reclined position
- Specialized vehicles to reach those people with medical transport needs who live in areas that may be inaccessible to normal options due to geography, road conditions, or weather. (This issue was discussed in a visioning exercise, but was eliminated as a priority, because there was a recognition that we cannot provide

all things to all people and there are some natural consequences to living at the top of the mountain.)

- A coordinated means to provide transportation for people using regularly recurring medical services, such as dialysis, placing both non-Medicaid and Medicaid paid clients on the same vehicle to share resources.
- Flexibility to support the needs of people accessing cancer treatments, which tend to be intense (often daily) and of variable, but short-term duration
- Coordination of efforts to support private party transportation options in support of the needs of people requiring medical transportation and having the capability of paying for those services.

Recommended Transportation Alternatives for Medical/Dental Needs

Coordination Alternatives

- Remove Medicaid Brokerage contract language prohibiting shared rides with non-Medicaid passengers to increase the number of trips that can be provided with the current number of volunteer drivers.

Service Alternatives

- Maintain Dial-a-Ride (with lift equipped vehicles and volunteers) services in Ferry, Stevens and Pend Oreille Counties
- Examine the potential for transit development and human services transportation expansion (A discussion of Transit and Human Services Development Planning is located in Appendix D)
- Expand Dial-a-Ride hours and service areas (Current service is limited in service area, primarily along major corridors.)
- Maintain SMS Newport Shuttle into Spokane

Transportation for Social and Government Services

These would be transportation needs to access vital social and government services to maintain both social and personal well-being, such as to access to Social Security Administration offices in Spokane, access to food stamp and energy assistance programs, access to local food banks, or transportation to required WorkSource appointments. People within Dial-a-Ride or Commuter service areas currently have access to local social and government services. People in outlying areas can access social and government services in Colville every two weeks. Service is available, but only as a “piggy-back” option, for people to share a ride with a volunteer driver into Spokane for services there.

Unmet needs in this area, as expressed by stakeholders and the community:

- More access for people in outlying areas to social and government services
- More access to Spokane-based services, such as the Social Security Administration
- Increased hours of operation of current services
- Extension of current Dial-a-Ride and Commuter service areas
- Coordination of transportation services with government and social service agencies

- Easier access to transportation services for the client, such as web or email services, as well as phone or fax
- Coordination of efforts to support private party transportation options in support of the needs of people requiring access to social and government services and having the capability of paying for those services
- Some stakeholders suggested a “needs based” or “sliding fee” scale for transportation services

Recommended Transportation Alternatives for Social and Government Services

Coordination Alternatives

- Remove Medicaid Brokerage contract language prohibiting shared rides with non-Medicaid passengers to increase the number of trips that can be provided with the current number of volunteer drivers.

Service Alternatives

- Maintain Dial-a-Ride (with lift equipped vehicles and volunteers) services in Ferry, Stevens and Pend Oreille Counties
- Examine the potential for transit development and human services expansion (A discussion of Transit and Human Services Development Planning is located in Appendix D)
- Expand Dial-a-Ride hours and service areas (Current service is limited in service area, primarily along major corridors.)
- Maintain SMS Newport Shuttle into Spokane

Transportation for Employment and Education

Geography, weather, fuel prices, levels of educational or vocational skills, and the ability to adequately maintain some means of personal transportation are all factors that have a significant effect on the ability of people to commute to work or school. The transportation survey shows that commutes may be, by necessity, quite long, but the average income in the region is significantly lower than that for the state as a whole. Cultural issues, as may be encountered on tribal land, are also significant when regarding these issues, but are largely unknown or unexpressed by transportation providers. At least one employer who participated in the development of this plan stated they were having a severe problem in finding qualified workers in the Tri-County area who “tested clean,” a reference to the perceived widespread use and distribution of illegally-produced methamphetamines in the Tri-County area.

Access to employers and higher education may promote the future economic welfare of the region.

Currently, there are commuter services being offered in the area of carpool coordination, Dial-a-Ride services in all three counties, and commuter bus routes linking Kettle Falls to Chewelah through a hub in Colville in Stevens County.

Unmet needs in this area, as expressed by stakeholders and the community:

- Coordination between employers, transportation providers, social services, government services, and Tribes to develop, implement, and maintain a combined effort to provide employers in the Tri-County area with an adequate work force, and workers with a reliable, inexpensive (or affordable) means of getting to work.
- Expansion of service times for current Dial-a-Ride and Commuter services
- Expansion of service routes for current Dial-a-Ride and Commuter services
- Coordinated communications between providers and employers to fill in with temporary, critically needed transport for workers in the event of a loss of personal transportation
- Coordination between transportation providers and developers to establish transportation options for border area residents commuting outside the Tri-County area
- Coordination between Tri-County providers and the Spokane Transit Authority for public transportation projects
- Coordination of efforts to support private party transportation options in support of the commuting needs of workers, employers, and students.
- Coordination of providers with the community colleges and educational facilities generally available in Spokane to develop a system for college/trade school commuters that would allow more ready access to these opportunities
- Daily transportation options linking Metaline Falls, Metaline, Ione and Republic to Colville for commuters and community college students

Recommended Transportation Alternatives for Education and Employment

- Maintain Carpool Coordination Project with emphasis on employer involvement to increase participation and expand ride-share opportunities.
- Maintain Commuter Routes between Kettle Falls, Colville and Chewelah
- Expand Commuter Routes to increase number of daily trips (current service only offers two round trips per day) and frequency.
- Examine the potential for transit development and human services expansion (A discussion of Transit and Human Services Development Planning is located in Appendix D) Transit systems typically provide the best options for accessing education and employment.
- Coordinate with Spokane Transit Authority's Vanpool Coordinator to increase utilization of vanpools between south county

Transportation Services for Shopping, Other Retail, Banking, and Mail Access

As seen in an analysis of household income in relation to household size of 2006 Transportation Survey responses, single-member households are more likely to fall into the categories of low, very low, and 30% of median income. This demographic may be the single most challenging to serve under this category of transportation. A limiting household income coupled with a lack of support in the household by other members

creates a situation that often leads to transportation dependence to varying degrees. The importance of access to groceries and household sundries, haircuts, post office boxes, and banking services should not be underestimated, and was a significant focus for respondent comments in the survey. The importance to local economies of getting these people into town to do their shopping may also be a factor that could help find solutions for these people.

Elderly couples living in outlying areas also tend to require transportation options to support their lifestyles and avoid having to sell their property to move to an assistance facility.

Current transportation services for this category include Dial-a-Ride services in the Newport, Colville/Kettle Falls, and Republic/Curlew areas, a Kettle Falls to Chewelah Commuter service, a Spokane to Newport/Priest River public bus service, rides into Colville, Newport, or Chewelah every two weeks for people living in outlying areas, and occasional use of the volunteer driver services when there is space available. Although volunteers are often a cost-effective means of delivering transportation services, there are limitations to their availability and willingness to provide service. For example, daily trips within a community to access retail and government services are difficult to schedule with volunteers because they would prefer to provide longer trips, which result in a larger mileage reimbursement.

Unmet needs in this area, as expressed by stakeholders and the community:

- The ability for transportation dependent people in the Tri-County area to shop for groceries and household sundries on any given day (rather than on scheduled days)
- More frequent access to mail, banks, and retail services, such as barbers and hair stylists
- Coordination and communication between providers to use volunteer vehicles as efficiently in this category as possible
- Increased hours of operation of current services
- Extension of current Dial-a-Ride and Commuter service areas
- Coordination of transportation services between providers, the Tri-County Economic Development District, retailers and banks
- Easier access to transportation services for the client, such as web or email services, as well as phone or fax
- Coordination of efforts to support private party transportation options in support of the needs of people requiring access to retail, banking, or postal services and having the capability of paying for the service.

Recommended Transportation Alternatives for Shopping, Other Retail, Banking and Mail Access

Coordination Alternatives

- Remove Medicaid Brokerage contract language prohibiting shared rides with non-Medicaid passengers to increase the number of trips that can be provided with the current number of volunteer drivers.

Service Alternatives

- Maintain Dial-a-Ride (with lift equipped vehicles and volunteers) services in Ferry, Stevens and Pend Oreille Counties
- Examine the potential for transit development and human services expansion (A discussion of Transit and Human Services Development Planning is located in Appendix D)
- Expand Dial-a-Ride hours and service areas (Current service is limited in service area, primarily along major corridors.)
- Increase service frequency from outlying areas into Colville from every two weeks to once weekly to meet demand.
- Maintain SMS Newport Shuttle into Spokane

Transportation to Legal Services and Legally Required Appointments

Transportation requirements in this category are driven by circumstance and are therefore unpredictable except in very broad terms. This was a category brought up at stakeholder meetings with scant comments in the survey response. Nevertheless, transportation providers are contacted frequently by people who need to fulfill some legal requirement, such as making a court date, or in need of accessing legal services, either locally or in Spokane. Legal issues involved with Social Security benefits appear to drive at least some of these people to seek transportation options.

This segment of the population has access to all public transportation currently being offered in the Tri-County area, including Dial-a-Ride routes, Commuter routes, and the two-week shopping service for outlying areas.

Unmet needs in this area, as expressed by stakeholders and the community:

- Increased hours of operation of current services
- Extension of current Dial-a-Ride and Commuter service areas
- Coordination of transportation services between providers, legal aid services, law enforcement, and the various courts
- Easier access to transportation services for the client, such as web or email services, as well as phone or fax
- Coordination of efforts to support private party transportation options in support of the needs of people requiring access legal services or court-required appointments and having the capability of paying for the service

Transportation Alternatives to Legal Services and Legally Required Appointments

Coordination Alternatives

- Remove Medicaid Brokerage contract language prohibiting shared rides with non-Medicaid passengers to increase the number of trips that can be provided with the current number of volunteer drivers.

Service Alternatives

- Maintain Dial-a-Ride (with lift equipped vehicles and volunteers) services in Ferry, Stevens and Pend Oreille Counties
- Examine the potential for transit development and human services transportation expansion (A discussion of Transit and Human Services Development Planning is located in Appendix D)
- Expand Dial-a-Ride hours and service areas (Current service is limited in service area, primarily along major corridors.)
- Maintain SMS Newport Shuttle into Spokane

Transportation for Intermodal Transportation Connections

This category considers the transfer of clients from Tri-County transportation services to transportation services provided by other entities, such as the Spokane airport or Spokane Transit Authority services. In the south end of Stevens and Pend Oreille Counties, there are a large number of work and school commuters regularly traveling into Spokane. People throughout the Tri-County area sometimes access specialized medical or professional care in Spokane. Business and pleasure travelers sometimes access Spokane's airport. Visitors to the area sometimes seek transportation options from the Spokane bus terminals or airport to destinations within the Tri-County area. For a number of reasons, intermodal transportation transfers are a category of human services transportation that require careful consideration and coordination with the services our Tri-County residents are transferring to.

Current services providing intermodal connections include a Pend Oreille County North/South transportation option available every Friday to connect with the SMS-supplied bus into Spokane and very infrequent opportunities with volunteer drivers.

Unmet needs in this area, as expressed by stakeholders and the community:

- Transportation options for Suncrest residents to access Spokane Transit Authority services
- Coordination with the Spokane Transit Authority to provide shuttle or vanpool services to Tri-County area residents commuting into Spokane
- Coordination of efforts to support development of inter-city providers when the Washington State plan is completed.

Transportation Alternatives for Intermodal Transportation Connections

Coordination Alternatives

- Remove Medicaid Brokerage contract language prohibiting shared rides with non-Medicaid passengers to increase the number of trips that can be provided with the current number of volunteer drivers.

Service Alternatives

- WSDOT is currently developing a plan for intercity connections. They will be doing a call for project bids in the near future. This type of service is best provided by private carriers.
- Maintain SMS Newport Shuttle into Spokane

Transportation for Social Access, Student/Parent Extracurricular Activities, and Recreation

There were many comments in the survey regarding the importance of maintaining some level of social interaction in order to live a normal, healthy life. These comments were echoed by many stakeholders. The general viewpoint appears to recognize social activities as being just as important to our well-being as food. One frequent concern is how to provide transportation for students engaged in extracurricular activities after normal school hours and how to provide transportation for parents who need help getting to their children's after-school functions, such as sporting events, PTA, or school conferences.

Current transportation services that support this category include all the available public transportation, including Dial-a-Ride and the Commuter buses, the Spokane to Newport bus, the two-week shopping trips for people living in outlying areas, and a two-to-three day per week Senior transport option provided in the same zones as the Dial-a-Rides with the addition of the Chewelah area.

Unmet needs in this area, as expressed by stakeholders and the community:

- Increased hours of operation of current services
- Extension of current Dial-a-Ride and Commuter service areas
- Coordination of transportation services between providers, recreation areas/facilities, senior centers, school districts, and community sources of interaction, such as theaters, town halls, and libraries
- Easier access to transportation services for the client, such as web or email services, as well as phone or fax
- Coordination of efforts to support private party transportation options in support of the needs of people desiring access to after-school/community/social activities and having the capability of paying for the service

Transportation Alternatives for Social Access, Student/Parent Extracurricular Activities, and Recreation

Coordination Alternatives

- There may be opportunities to coordinate with school districts to provide local transportation for the public.

Service Alternatives

- Examine the potential for transit development and human services transportation expansion (A discussion of Transit and Human Services Development Planning is located in Appendix D)
- Expand Dial-a-Ride hours and service areas (Current service is limited in service area, primarily along major corridors.)

Prioritization Process and Community Priorities

Each stakeholder at the second set of meetings was provided with three “dots” to place next to a list of transportation service application considerations, thereby establishing the overall priority weight of each consideration for each county. The list was different for each county, since the stakeholders were asked to develop the lists themselves, rather than rely on any preconceived set of alternatives. While this approach led to the creation of different lists of priorities to choose from, the main features were listed in common between the three counties: Preserve Existing Services, Service Expansion, Coordination, and New Services.

Table Priority-1 shows the consolidated distribution of what considerations should receive the greatest weight by the RTPPO in determining what priority level to assign any particular project submission.

Priority-1

Service Criteria	Number of Votes
Preserving existing services. Based on current utilization and based on need.	24
Coordination of services. (Does service duplicate existing service? Described in Pend Oreille County as: Establish linkages with existing services to increase utilization).	21
Expansion of existing services where need is identified.	20
New service with limited or no providers and an identified unmet need.	15
Diverse funding, with local partnerships.	8
The project is likely to have a positive impact in the community or for individual residents.	7
The project promotes the economic goals of the region.	6
The project appropriately defines the safety and specialized equipment needed, more points for shorter period of implementation, to include an evaluation for submitter's ability to perform the functions of the project.	2

In Stevens and Pend Oreille Counties, there was a discussion about the difficulty in choosing preservation of service over expansion. The stakeholders felt that both were desperately needed. Coordination was seen as a critical element in any project, resulting in a recommendation that all projects demonstrate coordination to the greatest extent feasible.

It was also agreed at the Stevens and Pend Oreille county meetings that evaluating submissions for technical completeness and the submitter's ability to perform the functions of a project should be an integral part of the review process. This item was not discussed in Ferry County.

It should be noted that in each of the meetings, the facilitator pointed out the hazard of prioritizing sustained or new service and totally excluding the other, as it would have negative impacts. If only new service was the priority, then with each new round of funding, only new projects could be funded, which would mean continually trying to build service in different areas, without continuation. If only preserving service was a priority, then no innovative or flexible demonstrations could be presented without modification to the plan.

The stakeholders were asked to consider the types of projects to be considered for prioritizing and to define any critical characteristics that should apply to all projects. Characteristics and critical components for all transportation projects are listed in bulleted format.

Characteristics and Critical Components for All Projects

- Diverse funding sources including private and public partners.

- Safety considered from project design to implementation (appropriate equipment, training, etc.)
- Coordination with other providers
- Dependable
- Flexible, accessible...applies to types of service...responsive to needs over time
- Economic benefit to the community and/or passengers
- Ability to implement quickly
- Managerial and fiscal experience with transportation
- Impact – is the service meeting a need (components including evaluation and utilization analysis)
- Advertising and marketing are essential components to a successful program
- Environmental implications including benefits should be considered

General Recommendations for Service Provision

- Projects should be expected to operate with the greatest efficiency possible.
- Agency operated vehicles should be located within the tri-county area to reduce the number of dead-head miles and “empty” operation to the greatest degree possible.
- Providers should coordinate vehicles to reduce the number of dead head miles and “out of area” operation.
- Projects should incorporate the capacity to adjust the type of vehicle used to meet the actual need into their project design. (ie: volunteers to provide service when reservation number are low, the ability to contract service when a lift equipped vehicle is necessary, the ability to share volunteer and vehicle resources – piggy-backing particular trips on other appropriate services -through contractual agreements, etc.)

Community Priorities

The RTPPO TAC and Policy Board will conduct a call for project proposals, and prioritize them according to community established criteria. A list of the projects will be attached to this plan as Attachment E

APPENDIX A

List of Identified Transportation Stakeholders

FirstName	LastName	Company
Dave	Iverson	Keller School District
Steve	McCullough	Curlew School District
Mark	Selle	Orient School District
Ron	Washington	Inchelium School District
Dan	Chaplik	Republic School District
Bill	Higgins	Nespelem School District
Tere	VanMarbod	Newport School District
Dan	Reid	Cusick School District
Nancy	Lotze	Selkirk School District
Michael	Green	Nine Mile Falls School District
Edwina	Hargrave	Onion Creek School District
Marcus	Morgan	Chewelah School District
Timothy	Ames	Wellpinit School District
Mark	Selle	Valley School District
Ken	Emmil	Colville School District
Steven	Waunch	Loon Lake School District
Bill	Glidewell	Summit Valley School District
Paul	Turner	Evergreen School District
Kevin	Jacka	Mary Walker School District
Patsy	Gugleilmino	Northport School District
Greg	Goodnight	Kettle Falls School District
Richard	Nichols	City of Colville
Mayor		City of Chewelah
Ed	Stambaugh	Town of Ione
Ray	Smith	City of Kettle Falls
Fran	Bolt	Town of Marcus
David	Meyers	Town of Metaline Falls
Fred	Anderson	City of Newport
Walt	Beam	P.O. Box 85
Jerry	Matteson	City of Northport
Shirley	Kouse	Town of Republic
Mike	Pammler	City of Springdale
Mike	Blankenship	Ferry County
Ronald	Bacon	Ferry County
Brad	Miller	Ferry County
Mitchell	Brown	Pend Oreille County
Dean	Cummings	Pend Oreille County
Kenneth	Oliver	Pend Oreille County

Northeast Washington Regional Transportation Planning Organization
Coordinated Human Services Transportation Plan

FirstName	LastName	Company
Tony	Delgado	Stevens County
Merrill	Ott	Stevens County
Malcolm	Friedman	Stevens County
Marty	King	Ferry County Community Services
John	Friederichs	Ferry County PUD
Ron	O'Halloran	Ferry County Public Hospital
Steve	Patton	Pend Oreille County Mental Health
Bobbie	Noble	Stevens County Counseling
Carol	Villars	Tri-County Health Department
Brian	Clark	Colville Confederated Tribes
David	Ernst	Spokane Tribe
Paul	Wilson	Kalispel Tribe
Nancy	Williams	Head Start
Carolyn	Brown	Early Head Start
Mike	Hilborn (SP)	ALTCEW
Fritzi	Reber	DSHS/CSO
Rod	Van Alyne	Employment and Training
Kerry	Burkey	Employment Security
Jeni	Foreman	TEDD
Tom	O'Brien	Workforce Development Council
Monique	Kolonka	Catholic Charities/Volunteer Chore
Rusty	Koontz	Special Mobility Services
Gail	McDowell	Pinewood Terrace
Gloria	Schanzenbach	St. Joseph's Hospital
Ron	Rehn	Northeast Washington Medical Group
Lorri	Carter	Beuna Vista
Janie	Deubel	Parkview Assisted Living
Fred	Woods	Walmart
Chris	Seymour	Boise Cascade
Linda	White	Career Path Services
Don	Chartock	WSDOT/ACCT
Diana	Michaels	Mount Carmel Hospital
Leslie	Kirk	St. Joseph's Hospital
Jenni	Albert	Job Corps
Jean	Conger	Hearth and Home
Paul	Wade	Hewes Marine
Cliff	Dugger	Ponderay Newsprint
Michael	Dunniway	NE Washington Health Programs

APPENDIX B

List of Stakeholder Meeting Attendees Coordinated Human Services Transportation Plan

Gail Him DSHS	Rusty Koontz Regional Manager Special Mobility Services	Terali Stonehocker Ferry County Memorial Hospital
Connie Mahugh Rural Resources Community Action	Kelly Scalf Transportation Director Rural Resources Community Action	Ron Baron Ferry County Commissioner
Deana Zakar Tri-County Economic Development District	Linda Hall City of Republic	Lisa McClure Special Mobility Services
Charlie Cousins Carpool Coordinator Rural Resources Community Action	Dave Marrison Special Mobility Services	Ed Stambaugh Mayor Town of Ione
John Halterman Tri-County Economic Development District	Mary Sterling Rural Resources Community Action	Diane Schaff DSHS
Claudia King Planning Department Spokane Tribe of Indians	Susan Lattin Springdale Planning Commis	Dan Speare Director of Community Services Rural Resources Community Action
Gaylin Nolander City of Chewelah	Shelley Mayer Pinewood Terrace Nursing Center	Judy Bircher DSHS
Mary Wear Parkview Retirement Assisted Living	Josie Darst EWP-WDC	Kenneth H. Smith City of Newport ALTCEW
Heidi Porth Tri-County Economic Development District	Scott Munson Project Literacy Rural Resources Community Action	Judi Weatherby Northeast Washington Medical Group
Tammi Johansen Catholic Charities-Volunteer Chore	Steve Templeton Valley/Loon Lake School District	Merrill Ott Stevens County Commissioner
Jean Conger Hearth & Home Technologies	Kathy D. Wynecoop Spokane Tribe of Indians	Amanda McKeragh Stevens County Library
Nellie Decker Spokane Tribe of Indians	Jen Helms Early Head Start	Angela Ward Career Path Services
Tracy Ferrell	Kevin Mahugh	Kristine Glasgow

Northeast Washington Regional Transportation Planning Organization
Coordinated Human Services Transportation Plan

Northeast Washington Rural Transportation Planning Organization	Laidlaw Transit	ALTCEW
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APPENDIX C

Other Potential Community Assets

ORGANIZATION

Selkirk Consolidated School District
10372 Hwy 31
Ione, WA 99139

Mailing: PO Box 129
Metaline Falls, WA 99153

Contact:

Nancy Lotze
Superintendent
(509) 446-2951

Number of Vehicles: 11-12

Type of Vehicles and Seating Capacity:

Yellow school bus fleet
Seating varies by bus, 20-66 students (at least 3/seat)

Unmet Needs Identified:

The community has unmet transportation needs that mid-day students could also access and would enhance their opportunities.

A shuttle service between Metaline Falls and Ione as well as a service to Colville would be two areas of identified need.

Most Significant Transportation Challenges or Issues for Organization or Clients: There is an absence of transportation between the three communities (Ione, Metaline, Metaline Falls). School bus transportation is “to and from school” only. In addition, transportation for shopping or appointments within the three communities and to/from Colville would aid our parents and graduates—especially those with special needs. Transportation within the community would also allow parents to access volunteer opportunities and class functions with the population center in Ione and our schools in Metaline Falls, and along Hwy 31. Participation in school events is difficult for single-vehicle families and those who lack gas money.

ORGANIZATION

Chewelah School District
PO Box 47
210 N Park
Chewelah, WA 99109

Contact:

Marcus Morgan
Superintendent
(509) 935-8671

Number of Vehicles: 26

Type of Vehicles and Seating Capacity:

School buses
Vans
Cars

Estimated Annual Cost of Service: \$400,000.00

Annual Number of Passenger Trips: 75,000-100,000 or more

Agency/Group Contracting For: Head Start, Chewelah

Who is Transportation Purchased From:

Occasionally, from a charter service

Annual Cost of Transportation Service:

2-3 charters annually, average cost of \$1,200-\$1,500 each

Most Significant Transportation Challenges or Issues for Organization or Clients: Cost

ORGANIZATION

Summit Valley School District
2360 Addy-Gifford Rd
Addy, WA 99101

Contact:

William Glidewell
Principal
(509) 935-6362

Number of Vehicles: 2

Type of Vehicles and Seating Capacity:

School buses
Bus #1: 64
Bus #2: 39

Estimated Annual Cost of Service: \$42,000

Annual Number of Passenger Trips: Two runs daily, Mon-Fri

Most Significant Transportation Challenges or Issues for Organization or Clients:

Weather conditions

ORGANIZATION

Spokane Tribe of Indians
PO Box 540
Wellpinit, WA 99040

Contact:

Leon Eagle Tail
Director Heath and Human Services
(509) 258-7502

Number of Vehicles: 4

Type of Vehicles and Seating Capacity:

Three 6-seat vans
One passenger vehicle

Estimated Annual Cost of Service: \$10,000

Annual Number of Passenger Trips: 900

Most Significant Transportation Challenges or Issues for Organization or

Clients: Living in a rural area is significant because of challenges for our clients that have limited income for affordable transportation

ORGANIZATION

Republic School District

30306 Hwy 20 East

Republic, WA 99166

Contact:

Dan Chaplik

Superintendent

(509) 775-3173

Number of Vehicles: 6

Type of Vehicles and Seating Capacity: School buses

Estimated Annual Cost of Service: \$181,678.00

Annual Number of Passenger Trips: 2,160

Agency/Group Contracting For:

Rural Resources Community Action Dial-a-Ride

Per Unit Cost of Transportation Service: \$1.41/mile

Unmet Needs Identified:

Funding of transportation is ineffective

Most Significant Transportation Challenges or Issues for Organization or Clients:

A contemporary funding formula

ORGANIZATION

Rural Resources Community Action

Employment and Training

956 S Main St

Colville, WA 99114

Contact:

Rod Van Alyne

Director Employment and Training

(509) 685-6127

Program: Employment and Training

Unmet Needs Identified:

Mass transit with flexible scheduling for people working later than 4:45 PM or shift work or before 8:00 AM.

Most Significant Transportation Challenges or Issues for Organization or

Clients: Customers are unable to use the current bus system because it lacks multiple schedules and is limited in its area served

ORGANIZATION

Ferry County Public Hospital District
36 Klondike Rd
Republic, WA 99166

Contact:

Ron O'Halloran
(509) 775-3333

Most Significant Transportation Challenges or Issues for Organization or Clients:
Regular, scheduled, and available as needed

Buena Vista Nursing Home
151 Buena Vista Dr
Colville, WA 99114

Contact:

Lorri Carter
Administrator
(509) 6854-4539

Number of Vehicles: 1

Type of Vehicles and Seating Capacity:

Toyota Previa
No wheelchair lift, mobile residents only

Annual Number of Passenger Trips: 12-24

Who is Transportation Purchased From:

Rural Resources Community Action

Unmet Needs Identified:

No cost effective options for social transportation needs.

Most Significant Transportation Challenges or Issues for Organization or Clients: The ability to provide wheelchair transportation on short notice or to private pay clients at a reasonable charge. Dial a Ride doesn't work for our clients as they often need more time for loading and unloading.

ORGANIZATION

Curlew Job Corps
3 Campus St
Curlew, WA 99118

Contact:

Jennifer Albert
Business and Community Liason
(509) 779-0547

Program: Residential vocational training center

Number of Vehicles: 16

Type of Vehicles and Seating Capacity:

- 3-40 passenger buses
- 3-15 passenger vans
- 7 passenger van
- 4 passenger Chevrolet Monte Carlo
- 3-5 passenger pickup trucks
- 2-3 passenger flat bed trucks
- 3-2 passenger utility vehicles

Human Service Transportation Fares:

Depends on where they're going-mileage

Who is Transportation Purchased From:

Sometimes. Cab service.

Are Volunteers Used to Help Provide Transportation: Yes, as drivers

Unmet Needs Identified:

We pick up new students in Spokane every other Tuesday. If there are more than seven, we send a bus.

Most Significant Transportation Challenges or Issues for Organization or Clients:

Travel to major towns for bus connections. Transportation for occasional travel to Spokane bus/airport

ORGANIZATION

Mount Carmel Hospital
982 E Columbia
Colville, WA 99114

Contact:

Dianna Michaels
Executive Assistant/Community Relations Coordinator
(509) 685-2402

Are Volunteers Used to Help Provide Transportation:

Yes. For any patient on Medicaid, we use the Volunteer Chore service through Special Mobility out of Spokane to transport these patients to home or a nursing home

Unmet Needs Identified:

Patients needing rides home from the ER (brought in by ambulance or dropped off by friends/family) and for any hospitalized and discharged patients who need a ride home (we currently use the taxi and pay for this out of a fund set up with our Pastoral Care Department).

Most Significant Transportation Challenges or Issues for Organization or

Clients: The Volunteer Chore service (and any available through Rural Resources) is limited to M-F, 8-4. We have needs 24/7. Also, we have no service available for patients who are under age 60 and without Medicaid.

ORGANIZATION

St. Joseph's Hospital & Long Term Care Unit
Activity Department
500 E Webster
PO Box 197
Chewelah, WA 99109

Contact:

Angela Proszek
Activity Director and Volunteer Coordinator
(509) 935-5266

Number of Vehicles: 1 (recreational only)

Type of Vehicles and Seating Capacity:

Van transit
Handicap accessible with lift seats (15, including driver)
Capable of 3-tie-down positions, all seats wheelchair accessible

Estimated Annual Cost of Service:

Free to residents (gas, insurance, maintenance, labor/wear & tear costs unknown)

Annual Number of Passenger Trips: Approximately 18

Who is Transportation Purchased From:

Special Mobility Services

Annual Cost of Transportation Service:

Unknown. SMS bills through Medicaid or Medicare. If private pay, other alternatives are sought out.

Are Volunteers Used to Help Provide Transportation: Yes

Unmet Needs Identified:

Solo outing to non-medical activity, like a trip home or to a special event or destination of limited interest (so not a group outing destination)

Most Significant Transportation Challenges or Issues for Organization or

Clients: Going through a broker in Spokane is a challenge as they don't understand the limited medical service here in this area. Also, the extra paperwork they create to see if appointment is necessary is frustrating and challenging at times. Also having a bus/van come from Spokane for a local appointment doesn't make good sense and is costly.

ORGANIZATION

Mary Walker School District
PO Box 159
Springdale, WA 99173

Contact:

Kevin Jacka
Superintendent
(509) 258-4534

Number of Vehicles: 10

Type of Vehicles and Seating Capacity:

School buses

20-72 capacity

(We do not provide transportation for employees)

Estimated Annual Cost of Service: \$300,000

Annual Number of Passenger Trips: 450-500

ORGANIZATION

Eastern Washington University

Early Head Start

705 W 1st Ave., Room 223

Spokane, WA 99201

Contact:

Carolyn Brown

Director

(509) 623-4208

Program: Early Head Start

Who is Transportation Purchased From:

Some clients utilize Rural Resources transportation options

Annual Cost of Transportation Service:

Unknown

Unmet Needs Identified:

Transportation is needed for all basic needs: medical, food shopping, disability services, for infants and toddlers, transportation to early learning centers.

Most Significant Transportation Challenges or Issues for Organization or

Clients:

All of our families are very low income, most are under the federal poverty level. All have children under the age of 3 or are pregnant. Transportation is needed in every location in our 6,000 square mile service area (Ferry, Stevens, and Pend Oreille Counties) for education, jobs, social services, and medical care.

ORGANIZATION

Columbia School District #206

PO Box 7

Hunters, WA 99137

Contact:

Paul Turner

Superintendent

(509) 722-3311

Returned survey with no additional information

ORGANIZATION

Keller School District
PO Box 367
17 South School Rd
Keller, WA 99140-0367

Contact:

Dave Iverson
Superintendent/Principal

Program: K-6 Education

Number of Vehicles: 3

Type of Vehicles and Seating Capacity:

School buses
Transporting K-6 students to Keller,
7-12 students to Wilbur and Grand Coulee

Estimated Annual Cost of Service: \$130,000

Annual Number of Passenger Trips:

180 school days X 5 routes AM & PM= 1,800 route trips per year plus
approx. 20 field trips.

Unmet Needs Identified:

Not for my agency except shortage of qualified substitute drivers

Most Significant Transportation Challenges or Issues for Organization or

Clients: See above. There is no public transportation in our community, though

ORGANIZATION

Parkview Senior Living
240 S Silke
Colville, WA 99114

Contact:

Mary Wear
Administrative Assistant
(509) 684-5677

Number of Vehicles: 1

Type of Vehicles and Seating Capacity:

Ford Metro Van
10 passenger seats
2 wheelchairs

Annual Number of Passenger Trips:

Varies. We assist with in-town appointments twice per week

Who is Transportation Purchased From:

Rural Resources Community Action

Most Significant Transportation Challenges or Issues for Organization or

Clients: Out of town appointments-medical

ORGANIZATION

DSHS

1100 S Main St

Colville, WA 99114

Contact:

Judy Bircher

WorkFirst Program Supervisor

DSHS provides operating funding for Special Mobility Services as the area's Medicaid transportation broker

Who is Transportation Purchased From:

WorkFirst generates vouchers or gas certificates for gas stations in the Tri-County area

Annual Cost of Transportation Service:

Varies

Are Volunteers Used to Help Provide Transportation:

We do not arrange for this

Unmet Needs Identified:

As discussed in the transportation meetings, need more transportation options for customers in rural areas to access our office, Job Search and employment. 24/7 needs—understand this is difficult

Most Significant Transportation Challenges or Issues for Organization or

Clients: Same as above. Not enough options offered and not offered when needed—24/7—our customers oftentimes need transportation for evening or weekend employment and there is no help available. What is offered now is great but trips and stops are too limited/restricted.

ORGANIZATION

Binder Transportation

683 Old Arden Hwy

Colville, WA 99114-9767

Contact:

Lou Binder

Owner/Operator

Number of Vehicles: 2

Type of Vehicles and Seating Capacity:

2004 Kia Rio Sedan

2001 Kia Sportage

Estimated Annual Cost of Service:

\$35,000-\$40,000/year/vehicle

Annual Number of Passenger Trips: Approximately 150

Agency/Group Contracting For:

Special Mobility Services

Who is Transportation Purchased From:

Special Mobility Services

Most Significant Transportation Challenges or Issues for Organization or Clients: Insurance costs \$5200/year/car!

ORGANIZATION

WorkSource
956 S Main St B
Colville, WA 99114

Contact:

Kerry Burkey
Administrator
509-685-6124

Client Transportation Costs

Clients are sometimes reimbursed for transportation expenses. 150 participants per year at an average \$150/year reimbursement of expenses = \$22,500/year in program client transportation costs

Unmet Needs Identified:

Customers in outlying areas do not have adequate transportation. Carpools help, but population is scattered too widely for customers to consistently access

Most Significant Transportation Challenges or Issues for Organization or Clients:

Even though we reimburse customers for “some” limited transportation costs, we cannot effectively meet the needs of our customers

ORGANIZATION

Newport School District
PO Box 70
Newport, WA 99156

Contact:

Tere von Marbod
Superintendent
(509) 447-3167

Who is Transportation Purchased From:

Western States Services, Inc.

Annual Cost of Transportation Service: \$775,179.60

Unmet Needs Identified:

Some families wish we provided bus service “in town,” but we are only able to transport outside a one-mile radius.

ORGANIZATION

Colville School District No. 115

217 S Hofstetter St

Colville, WA 99114

Contact:

Ken Emmil

Superintendent

(509) 684-7850

Program: K-12 Public School District

Number of Vehicles: 34

Type of Vehicles and Seating Capacity:

School buses: transit and van conversions

16-84 seating capacity

5 vehicles with wheelchair capability

Estimated Annual Cost of Service:

\$987,407.00

Annual Number of Passenger Trips:

24 routes served twice daily

175 days

340 extra-curricular trips

Who is Transportation Purchased From:

Laidlaw Education Services

Transportation Challenges or Issues for Organization or Clients:

Cost of transportation vs funding from the state

APPENDIX D

Transit and Human Services Transportation Development Recommendations

In general, the need for public transit, is outside the scope of this coordination plan for human services transportation. If a public transit currently existed, this plan would examine any potential duplication of services and any inefficiencies to develop plans for how to provide the most cost effective coordinated service possible. For purposes of this plan, public transit is discussed as a potential long-term solution to some of the transportation needs in the Tri-County region.

Public transit is a distinct entity, which can be formed and funded in eight different configurations. All of these configurations require a political will (support from elected officials) and the support of the public for most of the funding options. The most common funding option is a sales tax initiative requiring the endorsement of voters. Population density and retail opportunities to purchase “taxable” items are significant factors in determining the financial feasibility of developing transit in the Tri-County area.

Public transit was discussed in all of the stakeholder meetings and many of the survey comments as a potential solution to many transportation issues in the Tri-County region. In 1995, a ballot measure to financially support the development of transit failed in Stevens County. Stakeholders discussed the perceived reasons for the 1995 failure, and strongly recommend revisiting the possibility of developing transit in the Tri-County area.

Both the survey respondents and stakeholders indicated a need for “more” transportation services and options in all three counties. Human services transportation is currently providing services that meet some of the need, but cannot currently meet all of the needs. It is strongly recommended that a strategic development plan for expansion of human services be developed prior to developing new services to ensure that community priorities are considered.

A public transit development plan and a human services transportation development plan need to be completed in coordination because they are inextricably linked. It is my recommendation that the following initial steps be taken between January 1, 2007 and June 30, 2008, toward the completion of a comprehensive passenger transportation plan for the Tri-County Region.

TRANSIT DEVELOPMENT ACTION STEPS

1. Hold a meeting with the elected officials in all three counties.
 - a. Ask for technical assistance from WSDOT (Don Chartock) to inform officials about the different ways that transit can be formed and funded.

- b. Determine which counties, cities or jurisdictions have the “will” to move toward development of transit.
2. Utilize WSDOT staff and apply for Community Transit Association of America Technical Assistance funds to complete a feasibility study regarding transit in the locations with demonstrated “political will”.

Rural Resources is willing to facilitate the completion of these initial steps. The NEW RTPO also has a significant interest in taking the lead in this process based on the 2004 Regional Transportation Plan. Rural Resources is committed to helping in any way that the NEW RTPO determines is appropriate and desired.

HUMAN SERVICES TRANSPORTATION DEVELOPMENT ACTION STEPS

1. Convene a group of stakeholders to form a Coordination and Development Advisory Committee (CDAC). Volunteers have already been identified from the stakeholder meetings.
2. Develop coordination strategies to increase utilization of current services, including outreach and marketing tools.
3. If there is no “political will” for transit, or if the funding level makes transit formation unlikely, then the CDAC should develop a strategy for filling the transportation gaps, based on community priorities and areas with the highest need.
4. If a transit system is supported, the CDAC will work with the transit development team to coordinate new roles and responsibilities for the human services providers.

Rural Resources is already the lead agency for the Agency Council on Coordinated Transportation Coalitions for Ferry and Pend Oreille Counties. The four steps above clearly fall under these responsibilities.